

**POST TITLE:** **Housekeeper**

**1 BASE** Women's Aid Leicestershire Ltd. (WALL)  
Hinckley and Bosworth, Leicestershire

**2 CONTRACT** Fixed term role until 31 March 2026 (with  
possibility of extension)

**3 SALARY** £11.44 per hour

**4 HOURS OF WORK** 16 hours per week

**5 MAIN TASKS** To ensure the Refuge, including the external  
environment, is cleaned and maintained to hygiene  
and safety standards

## **6 Key Responsibilities**

- To ensure the appropriate standards of cleanliness and hygiene are maintained, including food hygiene and safety requirements
- To ensure the buildings and grounds are maintained satisfactorily
- To ensure the confidentiality of clients and the nature of the business
- To be proactive in promoting and implementing the Project's Equal Opportunities Policy and practices in both employment and service delivery

## **7 Duties**

### **7.1 To ensure the appropriate standards of cleanliness and hygiene are maintained including food hygiene and safety requirements.**

- Cleaning, washing, sweeping, mopping, polishing and vacuum of designated areas and equipment to the required standard.
- Emptying litter bins, etc., and removing waste to designated areas.
- Cleaning of toilets and washrooms to the required standard where allocated.
- Spray cleaning, scrubbing floors and re-sealing with polish.
- Using powered equipment where necessary (scrubbing machines, wet pick-up machines, vacuum cleaners).
- Cleaning of working surfaces and other furniture as directed.
- Clearing up after flooding and/or any other emergency cleaning.

- To carry out fire and health safety checks and report any maintenance issues and Health & Safety concerns.

## **7.2 To ensure the buildings and grounds are maintained satisfactorily**

- To sweep outside regularly.
- To litter pick where applicable.
- To carry out fire and health safety checks and report any maintenance issues and Health & Safety concerns.

## **7.3 To ensure the confidentiality of clients**

- To protect the confidentiality of the address of the refuge and all matters relating to the residents and their children, and act in accordance with the policies of the organisation.

## **7.4 General**

- To act in accordance with the policies and practices of WALL, in particular to maintain the strict confidentiality of the Refuges.
- To act in a fair and supportive way and positively promote equal opportunities and eradicate discrimination.
- To work in a safe and responsible way ensuring that safety procedures are followed and that you do not endanger yourself, your colleagues or service users.
- To be punctual and minimise absence from work.

## **7.5 Other duties commensurate with responsibilities**

- To attend all supervision, staff meetings and training days.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this role.

## **7.6 Line Management relationship**

- Post holder will be line managed by the Refuge Manager.

**PERSON SPECIFICATION:**  
**Housekeeper**

<b>Category</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>	<b>Method of Assessment</b>
<b><u>Qualifications</u></b>		Literacy and numeracy qualification  First Aid qualification	Application Form & Interview
<b><u>Experience</u></b>	Previous experience of cleaning	Experience of working in the voluntary sector	Application Form, Interview and References
<b><u>Knowledge and Skills</u></b>	<p>Basic numeracy and literacy skill and ability.</p> <p>Able to communicate well.</p> <p>Ability to maintain confidentiality.</p> <p>Ability to work in a non-discriminative way and promote equality of opportunity.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Ability to work under pressure and cope with the stress of others.</p> <p>Reliable and a good timekeeper.</p>		Interview/References

	Able to work on own initiative and as part of a team.		
<b><u>Personal Attributes</u></b>	Ability to work under pressure and cope with the stress of others  Reliable and a good timekeeper		References
<b><u>Other Requirements</u></b>	These posts are exempt from the Rehabilitation of Offenders Act 1976 under (Exemption Amendments Order 1986).  Able to work to Policies and Procedures.  Available to work regular evenings and occasional weekends.  A willingness to be flexible and adapt to changing needs.	Full driving licence and access to a vehicle	DBS Application  ID Documents  References  References  References