
JOB DESCRIPTION

Job Title:	Housekeeper
Responsible to:	Directly: Team Leader Indirectly: Housing Services Manager
Responsible for:	Directly: None Indirectly:

Job Purpose

To work across a number of YMCA Heart of England sites to provide a safe, clean and well maintained welcoming environment for staff and tenants. Predominantly working days but some evening and weekend working will be required to meet operational needs.

To ensure standards of cleanliness, hygiene and tidiness are maintained throughout the scheme/hostel and to manage the housekeeping and laundry efficiently to maintain standards and control costs. To ensure the premises are maintained to a high standard, adhering to Health and Safety regulations. The role includes working with the support team, assisting residents / tenants with advice and guidance around cleaning their own flats /rooms in order to promote independent living.

Duties

1. To ensure high standards of cleanliness, hygiene and tidiness in all bedrooms/ communal areas corridors / function rooms / kitchens. This includes washing, dusting, polishing, vacuum cleaning and sweeping as appropriate. Duties to include, but are not limited to:
 - a) Ensuring that staff areas such as offices and rest-rooms are cleaned and tidied to a high standard.
 - b) Undertaking cleaning tasks in accordance to an agreed schedule and in line with Health & Safety requirements.
 - c) Preparing empty (void) Flats / Rooms for re-letting, working towards the required specification within agreed turn-around timescales.
2. To ensure that all chemicals, mechanical and other equipment are used in a correct and appropriate manner in accordance with Health and Safety requirements and in accordance with regulations and manufacturer's instructions. Duties to include but are not limited to:
 - a) Assisting the Team Leader/Housing Services Manager in the monitoring of usage, stock control and ordering of cleaning and other supplies.
 - b) Ensuring that appropriate protective clothing identified and supplied by the organisation such as gloves are worn where necessary without exception, taking all

- reasonable, proper and personal care for your own and the safety of others in accordance with COSHH and Health and Hygiene regulations and Infection Control guidelines.
- c) Ensuring that all cleaning equipment/materials are maintained in a safe, clean and efficient working condition.
 - d) Ensuring all work meets standards set by statute including the use and storage of any chemicals.
 - e) Ensuring that your line manager is aware of the need for replacement materials and equipment for the satisfactory performance of your duties.
 - f) Moving storage bags and dispose of waste bags, where needed handling or cleaning possible hazardous waste.
3. To ensure that any repairs or Health & Safety issues identified are reported to the Maintenance Team.
 4. To maintain friendly contact with tenants respecting their right to choices, dignity, privacy and confidentiality at all times. Duties to include but are not limited to taking and where possible dealing with Tenants complaints, in accordance with the Association's Complaints Procedure.
 5. At all times to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England, including:
 - a) To respect and promote the association's Christian ethos and uphold its values, namely:
 - **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
 - **Believe:** Our faith means that we believe in people's potential and have confidence for a positive future.
 - **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
 - **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.
 - **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.
 - b) To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings;
 - c) To uphold at all times the principles of equality and diversity and to report any discriminatory or abusive behaviour to your line manager (or if necessary, Senior Management) so that appropriate action can be taken
 - d) To adhere to YMCA Heart of England's Health & Safety, Equal Opportunities and all other policies and procedures, and to contribute as required to their review and development
 - e) To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager
 - f) To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the general public.

Person Specification – Housekeeper

Criteria	Essential	Desirable
Alignment with Ethos and Values		
Good understanding of, and genuine respect for, the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to working and conducting self in accordance with the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to promoting the association's Christian ethos and to upholding its values within your area of responsibility.	X	
Good understanding of, and commitment to, the principles of equality and diversity.	X	
Skills		
To have good interpersonal skills.	X	
To have excellent written and spoken English with ability to communicate with people at levels.	X	
Good written and numerical skills.	X	
To have a high attention to detail.	X	
To have good organisational skills.	X	
The ability to work as part of a team.	X	
The ability to work on own initiative.	X	
The ability to work to tight deadlines and resolve problems.		X
To be committed to providing exceptional customer service.	X	
The ability to lift medium to heavy weight and able to perform all physical demanding aspects of the role such as hoovering, bed making and cleaning.	X	
Knowledge		
The understanding of responsibilities under HSAW Act, COSHH, Infection Control, Essentials of Food Hygiene.	X	
Must have an understanding of basic Health and Safety procedures.		X
Experience		
Minimum of 2 years in a housekeeping / cleaning role.	X	

The experience of working in a residential setting performing a range of domestic tasks.		X
To be able to demonstrate an understanding of safeguarding and the ability to report any concerns.		X
Qualifications		
First aid, health and safety and manual handling certificates.		X
Must be able to demonstrate literacy and numeracy skills.	X	
Level 2 Diploma in Housekeeping or equivalent experience.		X
Full EU Driving Licence and use of own vehicle or the ability to travel between sites/schemes using public transport	X	
Relevant qualification in Cleaning/Health & Safety training or equivalent experience.		X