
JOB DESCRIPTION

Job Title: **Housekeeper**

Job Purpose

You will be required to work across a number of 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 of cleanliness, adhering to Health and Safety. The role includes working with the support team, assisting residents / tenants with advice and guidance around cleaning their own flats /rooms to promote independent living.

Key Tasks and Responsibilities

1. To ensure high standards of cleanliness, hygiene and tidiness in all bedrooms / communal areas corridors / function rooms / kitchens are cleaned and tidied to a high standard. This includes washing, dusting, polishing, vacuum cleaning and sweeping as appropriate.
2. To ensure that staff areas such as offices and rest-rooms are cleaned and tidied to a high standard.
3. To undertake cleaning tasks in accordance to an agreed schedule and in line with Health & Safety requirements.
4. To prepare empty (void) Flats / Rooms for re-letting, working towards the required specification within agreed turn-around timescales.
5. To ensure that all chemicals, mechanical and other equipment are used in a correct and appropriate manner and in accordance with regulations and manufacturer's instructions.
6. To ensure all Environmental Health and other statutory requirements are met or exceeded.
7. To ensure all work is carried out in accordance with Health and Safety requirements and where appropriate meets standards set by statute including the use and storage of any chemicals.
8. To move storage bags and dispose of waste bags, where needed handling or cleaning possible hazardous waste.
9. To ensure 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.

10. To ensure that any repairs required or Health & Safety issues are reported to the maintenance team.
11. To take and where possible deal with Tenants complaints, in accordance with the Association's Complaints Procedure.
12. To Assist the Scheme Manager/ Senior Engagement Officer/Housing and Support Manager in the monitoring of usage, stock control and ordering of cleaning / other supplies.
13. Ensuring that all cleaning equipment/materials are maintained in a safe, clean and efficient working condition. Where an item of equipment requires repair this should be reported to your line manager.
14. To undertake any necessary training as identified by your line manager.
15. To ensure that your line manager is aware of the need for replacement materials and equipment for the satisfactory performance of your duties.
16. To maintain friendly contact with tenants respecting their right to choices, dignity, privacy and confidentiality at all times.
17. To participate in staff meetings as directed by your line manager.
18. To be responsible for your own health and safety and that of anybody else who may be affected by your acts or omissions.
19. To undertake any other task commensurate with the role as requested by your line manager.

General Obligations

1. To promote a caring, helpful and unbiased attitude towards all residents and other members of the general public and to maintain an impeccable standard of honesty and professionalism in all such dealings.
2. To adhere to the YMCA's Health & Safety, Equal Opportunities and other policies and to contribute as required.
3. To promote the activities of the YMCA in a positive and conducive way to all staff, residents, other organisations and the general public.
4. To develop good working relationships within the YMCA, across all departments and centres.
5. To support and work within the Christian aims and purposes of the YMCA.

6. To ensure full compliance across Children's Services and Adult Services with the associations safeguarding standards. Ensuring that all Nurseries and Housing Services operate within the procedures for the relevant Local Safeguarding Board and the associations own policies and procedures.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

PERSON SPECIFICATION – Housekeeper

	JOB CRITERIA	Essential	Desirable
	Skills		
	To have good interpersonal skills.	✓	
	To have excellent written and spoken English with ability to communicate with people at levels.	✓	
	Good written and numerical skills.	✓	
	To have a high attention to detail.	✓	
	To have good organisational skills.	✓	
	The ability to work as part of a team.	✓	
	The ability to work on own initiative.	✓	
	The ability to work under pressure and resolve problems.		✓
	To be committed to providing exceptional customer service.	✓	
	Knowledge		
	The understanding of responsibilities under HSAW Act, COSHH, Infection Control, Essentials of Food Hygiene	✓	
	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.	✓	
	Must have an understanding of basic Health and Safety procedures.		✓
	Experience		
	Minimum of 2 years in a housekeeping / cleaning role.	✓	
	The experience of working in a residential setting performing a range of domestic tasks.		✓
	The ability to work on own initiative.	✓	
	The ability to work under pressure and resolve problems.	✓	

	Experience of performing all physical demanding aspects of the role such as hoovering, bed making and cleaning.	✓	
	To be able to demonstrate an understanding of safeguarding and the ability to report any concerns.		✓
	Qualifications		
	First aid, health and safety and manual handling certificates.		✓
	Must be able to demonstrate literacy and numeracy skills.	✓	
	Level 2 Diploma in Housekeeping or equivalent experience.		✓
	Full EU Driving Licence or the ability to travel between sites/schemes.		✓
	Relevant qualification in Cleaning/Health & Safety training or equivalent experience.		✓
	Other Work Related Requirements		
	Ability to support YMCA Birmingham aims, including respecting the Christian Ethos of the Association and upholding its Values	✓	

Print Name:

Signed: Date: