

## ROLE PROFILE

# Housekeeper

### Grade

H

### Contract Type

Fixed Location

Adult & Family Services Ops Manager



Team Leader



HOUSEKEEPER



No Direct Reports

### Department

Supported  
Housing



Adult & Family  
Services

### Role Overview

Provide a professional and reliable cleaning service at our supported accommodation schemes for adults and families, meeting the needs of our contracts by ensuring voids are cleaned to a high standard and to required timescales.

## RESPONSIBILITIES

- Clean and maintain the offices, training rooms and communal areas, ensuring high standards of cleanliness and a safe environment in which customers can live and staff can work.
- Ensure that the highest possible standards of accommodation are available for re-letting.
- Ensure there are sufficient stocks of cleaning materials and equipment available in order to complete work schedules and provide a continuous cleaning provision.
- Ensure all Health & Safety procedures are followed, and that cleaning materials and equipment are not hazardous to the residents, staff and/or the public.
- Report to management any potential Health & Safety hazards around the Scheme, that could cause injury to customers or visitors, i.e. loose stair- treads, worn carpets, electric lights not working etc.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- Ability to effectively communicate at all levels.
- Ability to work with minimal supervision, whilst maintaining high standards of cleanliness/presentation of properties.

## Our values



**Honest & Reliable**

We are authentic, open and dependable; and we do what we say we'll do.



**Caring**

We show kindness and consideration to our customers and each other.



**Respectful & Fair**

We listen to people, and strive for equity and inclusivity in all that we do.

## ESSENTIAL REQUIREMENTS

- ✓ Experience of using domestic and industrial type cleaning equipment
- ✓ Basic Maths and English

## BENEFICIAL TO THE ROLE

- ✓ Knowledge of First Aid

 [yourhousinggroup.co.uk](https://yourhousinggroup.co.uk)

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

 [@yourhousing](https://www.facebook.com/yourhousing)

 [YHGTv](https://www.youtube.com/YHGTv)

 [yourhousinggroup](https://www.instagram.com/yourhousinggroup)

 [@Your\\_Housing](https://twitter.com/Your_Housing)

