

ROLE PROFILE

Job Title: Housekeeper	Role Reports to: Deputy Manager	Business Function: Supported Housing	Grade: H
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<p>Job Purpose:</p> <p>Provide a professional and reliable cleaning service at our supported accommodation schemes for young people, meeting the needs of our contracts by ensuring voids are cleaned to a high standard and within required timeframes.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> Flexibility & Resilience Meeting Customer Needs Interpersonal Understanding Results Focus
<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Clean and maintain the offices, training rooms and communal areas to ensure high standards of cleanliness and a safe environment in which residents can live and staff can work. 2. Ensure that the highest possible standards of accommodation are available for re-letting. 3. Ensure that there are sufficient stocks of cleaning materials and equipment available to complete work schedules and provide a continuous cleaning provision. 4. Ensure that all health and safety procedures are followed, and that cleaning materials and equipment are not hazardous to the residents, staff and/or public. 5. Report to management any potential health and safety hazards around the scheme, that could cause injury to residents or visitors, i.e. loose stair-treads, worn carpets, electric lights not working etc. 6. Undertake additional duties appropriate to the role and/or grade. 	

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of various cleaning techniques. • Knowledge of Control of Substances Hazardous to Health (COSHH) 	<ul style="list-style-type: none"> • Understanding of safeguarding.
Skills	<ul style="list-style-type: none"> • Ability to work with minimal supervision and maintain high standards of cleanliness/presentation of properties as a whole • Ability to move and use domestic and industrial type cleaning equipment • Ability to demonstrate empathy to a diverse range of customers. 	<ul style="list-style-type: none"> • Basic administration and organisation skills.
Experience		<ul style="list-style-type: none"> • Previous experience of cleaning.
Qualifications/Education	<ul style="list-style-type: none"> • Numerate and Literate 	
People Management Responsibility?	No line management responsibility	
Budgetary Responsibility?	No budgetary responsibility	
Key Relationships (internal/external)		

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators
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| <ol style="list-style-type: none">1. All properties are cleaned and completed to a high standard for the re-let date set.2. All offices, training rooms and communal areas are monitored daily and cleaned at least once per week to maintain the required standard of cleanliness.3. Stock checks on cleaning materials take place weekly, communicate with CSO to ensure orders are placed in a timely manner.4. Cleaning materials and equipment are checked regularly to ensure they are safe and non-hazardous. Assist scheme Manager with the review of COSHH sheets annually.5. Record Health and safety hazards around the scheme and provide information to the management team, inform CSO of any repair requirements identified.6. YHG Health & Safety training is completed to the appropriate level and recorded on training passport. Monitor refresher course dates ensuring completion within the deadline. |
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Date Role Profile Created/Updated:

January 2019
