

**Housekeeper/Social Enterprise Assistant**

**Application Pack**

**Closing Date: Tuesday 5th June 2018**

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**Housekeeper/Social Enterprise Assistant**

Contract: Permanent

Hours: Full Time – 37 hours per week

Salary: Band 1 - £15,342

Action Homeless are looking to recruit an enthusiastic individual to join our housekeeping team.

You will be responsible for performing a variety of housekeeping duties and ensuring all areas and rooms are cared for and cleaning schedules adhered to in accordance with Action Homeless standards. You will also be required to maintain outside areas which will require the use of machinery.

We are seeking an individual with experience of domestic/commercial cleaning, knowledge and understanding of working with cleaning chemicals i.e. COSHH, and a general interest in working in a homeless service environment. You will need to have good organisation and prioritisation skills, enjoy working with people and be confident and approachable.

Full details about the role including the person specification can be downloaded from our website [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk) alternatively please call 0116 2211851.

To apply please complete and return the application form to [aaliyahlawrence-browne@actionhomeless.org.uk](mailto:aaliyahlawrence-browne@actionhomeless.org.uk)

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**ABOUT ACTION HOMELESS**

Action Homeless provides a range of services for homeless people and people who are worried about homelessness in Leicester and Leicestershire. These include information, advice and accommodation services. We also work within the community to try to prevent homelessness from occurring in the first place. Our services aim to give people the confidence and skills they need to achieve and maintain independent living and to make a great contribution to the local community.

We believe that, wherever possible, it is much better to prevent homelessness from occurring before people reach a crisis in their lives. Preventing homelessness is a key focus for Action Homeless and an area, which we will be developing over the next five years. We launched a ‘No Second Night Out’ in Leicester which is a partnership project, that aims to ensure that anyone rough sleeping in Leicester is linked with accommodation and support services as quickly and efficiently as possible.

Unfortunately, there are cases where people do reach crisis point and find that they do not have a safe place to stay. In these situations, we are here to help and work with Leicester City Council to provide emergency accommodation to vulnerable adults who need it. In addition, our Accommodation Assist project offers high quality temporary housing to people who are homeless or threatened with homelessness and need a safe place to live whilst identifying more stable and permanent housing. Our accommodation across Leicester varies to include large supported housing projects, small-shared houses, bedsits and self-contained flats.

Action Homeless successfully brought back into use 20 empty properties through funding secured from DCLG. The project renovated empty properties, transforming them into affordable accommodation for people leaving homelessness services. In line with our strategic priorities, Action Homeless plans to continue with this work and provide an affordable solution to homelessness.

During 2016, we were successful in obtaining £140,000 from Nationwide Foundation, which helped us to purchase and renovate a further 3 properties. This also meant we were able to create 17 more units of affordable housing accommodation.

We believe that putting a roof over someone’s head is only the first step to helping them to regain their independence and therefore we provide access to an extensive support programme, which includes:

Engage – a purpose built support centre which acts as the base for a varied events and activities programme that promotes skills development and independence.

Action Trust – a social enterprise that offers work placements, training and employment opportunities to ex-offenders and people with experience of homelessness.

Moneywise – a project that seeks to improve individual’s financial confidence through a programme of group workshops and one-to-one training and education.

More information about Action Homeless and what we do can be found on our website at [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk)

**Action Homeless**

**Job Description**

**Housekeeper/Social Enterprise Assistant**

**Job Title:** Housekeeper/Social Enterprise Assistant

**Responsible to:** Premises Manager

**Hours:** 37 per week

**Contract:** Permanent

**Salary:** Band 1 - £15,342

1. **Job Purpose:**

Responsible for maintaining a high standard of cleanliness in our housing schemes and outside contract work.

1. **Major Tasks:**
   1. Housekeeping / Cleaning & Gardening Duties
   2. Stock Control
   3. Other Duties
2. **Job Activities:**
3. HOUSE KEEPING DUTIES
   1. Perform a variety of cleaning and tidying activities such as sweeping, mopping, scrubbing dusting and polishing
   2. Ensure all areas and rooms are cared for and cleaning schedules adhered to in accordance with AH standards
   3. Use and protect equipment in accordance with AH procedures
   4. Notify superiors on any damages, deficits and disturbances
   5. Report any complaints/requests with professionalism and patience
   6. Check stocking levels of all consumables and replace when appropriate
   7. Adhere strictly to rules regarding health and safety and be aware of any company-related practices
4. CLEANING & GARDENING DUTIES
   1. Clean commercial and residential buildings to a high standard, including the removal of all rubbish, windows and glass, carpets, toilets, kitchens and cookers
   2. Tackle heavy and soiled cleaning jobs
   3. House clearance
   4. Use commercial cleaning materials in accordance with H&S standards
   5. Use and maintain cleaning equipment
   6. Cutting / Strimming of grass with mechanical aids and tidying area afterwards.
   7. Weed spraying with appropriate chemicals
   8. Litter picking
   9. Cutting / pruning of hedges
   10. Sweeping of paths, leaving area clean and tidy
   11. Clearing overgrown gardens
   12. Maintain all tools and equipment after use
   13. Various grounds maintenance tasks.
5. STOCK CONTROL

* 1. Maintain the stock of the cleaning materials and of linen supply, including prepare stock orders, check and receive stock, keep records
  2. Maintain the cleaning and linen stores to a high standard
  3. Ensure Health and Safety rules are adhered to i.e. maintain COSH information

1. OTHER DUTIES
   1. Wash and dry bedding, curtains & linen as required
   2. Occasional shopping
   3. Any other duties as directed.

**Housekeeper / Social Enterprise Assistant: Person Specification**

|  |  |  |
| --- | --- | --- |
|  |  | **Criteria**  **Indicated E (Essential) D (Desirable)** |
|  |  |  |
| **Competencies, skills and experience** | **E**  **E**  **D**  **E**  **E**  **E**  **E**  **D**  **E**  **D** | Experience of domestic / commercial cleaning  Experience of working within a small team  Experience of using industrial cleaning machines  Knowledge and understanding of health and safety practices  Knowledge and understanding of working with cleaning chemicals i.e. COSHH  Good communication skills  Ability to follow and work in accordance to set procedures  Can demonstrate an understanding of stock control  Ability to report hazard /issues and work to organizational policies.  Ability to recognize and challenge discriminatory behaviour |
| **Values and motivation** | **E** | General interest in working in a homeless services environment. |
| **Personal characteristics** | **E**  **E**  **E**  **E**  **D** | Enjoys working with people  Confident and approachable  Good time management skills  Good organisation and prioritisation skills  Ability to work flexibly |

**HOW TO APPLY**

To apply for the role please complete the full application form, making sure that it clearly demonstrates how you meet the role requirements and send this to [aaliyahlawrence-browne@actionhomeless.org.uk](mailto:aaliyahlawrence-browne@actionhomeless.org.uk). Alternatively, you can post your application to Ridgeway House, Little Hill, Newton Lane, Wigston, Leicester, LE18 3SE.

Please call 0116 2211851 to request a pack via post.

Please note that CVs and covering letters will not be considered.

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