Action Homeless (Leicester) Limited

Job Description

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

**Responsible to:** Premises Manager

1. **Job Purpose**

To support Action Homeless’ aim to break the cycles of homelessness, and prevent people from sleeping rough. You will be responsible for maintaining a high standard of cleanliness in communal areas and cleaning and preparing bedrooms used by people who have experience of rough sleeping and have now been offered temporary accommodation during the cold weather period.

1. **Major Tasks**
   1. Housekeeping / cleaning duties
   2. General stock control
   3. Other duties to support our services and temporary winter cold weather beds
2. **Job Activities**
   1. House keeping duties
      1. Performing a variety of cleaning and tidying activities such as sweeping, mopping, scrubbing, dusting and polishing
      2. Ensures all areas and rooms are cared for and cleaning schedules adhered to in accordance with Action Homeless standards
      3. Use equipment in accordance with Action Homeless procedures
      4. Notify superiors on any damages, defects and disturbances
      5. Report any complaints/requests with professionalism and patience
      6. Check stock levels of all consumables and inform managers if replacement are needed.
      7. Adhere strictly to rules regarding health and safety and be aware of any company related practices.
   2. Cleaning and Gardening duties
      1. Clean commercial and residential buildings to a high standard, including the removal of rubbish, windows and glass, carpets, toilets, kitchens and cookers
      2. Tackle heavy cleaning duties using appropriate equipment
      3. Room clearance and room turnover
      4. Use commercial cleaning materials in accordance with H&S standards and help to maintain the cleaning equipment in good working order.
      5. Litter picking
      6. Sweeping of paths so outside areas are clean and tidy
   3. Stock Control
      1. Maintain the stock of the cleaning materials and linen supply, including keeping records and advising when levels are low.
      2. Maintain the cleaning and linen stores to a high standard
      3. Maintain all COSHH information and check protective equipment is available
   4. Other duties
      1. Wash and dry bedding, curtains & linen as required
      2. Occasional shopping
      3. Stripping and making beds as part of room turnover
      4. Any other duties as directed

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

You should have the ability to create a homely and pleasant experience for people who have been rough sleeping, by providing a clean and welcoming housekeeping service.

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|  |  | **Criteria**  **Indicated E (Essential) D (Desirable)** |
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| **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 |