

## 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.

#### 2. Major Tasks

- 2.1 Housekeeping / cleaning duties / Gardening / driving and delivery
- 2.2 General stock control
- 2.3 Other duties to support our services and temporary winter cold weather beds

#### 3. Job Activities

##### 3.1 Housekeeping duties

- 3.1.1 Performing a variety of cleaning and tidying activities such as sweeping, mopping, scrubbing, dusting and polishing
- 3.1.2 Ensures all areas and rooms are cared for and cleaning schedules adhered to in accordance with Action Homeless standards
- 3.1.3 Use equipment in accordance with Action Homeless procedures
- 3.1.4 Notify superiors on any damages, defects and disturbances
- 3.1.5 Report any complaints/requests with professionalism and patience
- 3.1.6 Check stock levels of all consumables and inform managers if replacement are needed.
- 3.1.7 Adhere strictly to rules regarding health and safety and be aware of any company related practices.

##### 3.2 Cleaning and Gardening duties

- 3.2.1 Clean commercial and residential buildings to a high standard, including the removal of rubbish, windows and glass, carpets, toilets, kitchens and cookers
- 3.2.2 Tackle heavy cleaning duties using appropriate equipment
- 3.2.3 Room clearance and room turnover
- 3.2.4 Use commercial cleaning materials in accordance with H&S standards and help to maintain the cleaning equipment in good working order.
- 3.2.5 Cutting / Strimming of grass with mechanical aids and tidy areas afterwards
- 3.2.6 Weed spraying with appropriate chemicals
- 3.2.7 Litter picking
- 3.2.8 Sweeping of paths so outside areas are clean and tidy
- 3.2.9 Clearing overgrown gardens

3.2.10 Maintain all tools and equipment after use

3.2.11 Various ground maintenance tasks

### 3.3 Stock Control

3.3.1 Maintain the stock of the cleaning materials and linen supply, including keeping records and advising when levels are low.

3.3.2 Maintain the cleaning and linen stores to a high standard

3.3.3 Ensure all Health and safety rules are adhered to i.e. Maintain all COSHH information

### 3.4 Other duties

3.4.1 Wash and dry bedding, curtains & linen as required

3.4.2 Occasional shopping

3.4.3 Stripping and making beds as part of room turnover

3.4.4 Driving and delivering goods and equipment

3.4.5 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.

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

	<b>E</b>	Good time management skills
	<b>E</b>	Good organisation and prioritisation skills
	<b>D</b>	Ability to work flexibly
	<b>E</b>	Clean driving licence