



## JOB PROFILE

<b>POST:</b>	Housekeeper
<b>SALARY:</b>	Living Wage (currently £9.90 per hr)
<b>HOURS:</b>	16 hours per week
<b>LINE MANAGER</b>	Buildings Manager
<b>RESPONSIBLE FOR:</b>	No line manager responsibility
<b>DURATION:</b>	Permanent subject to funding

### JOB PURPOSE:

To ensure the organisation achieves excellent standards of cleanliness and hygiene in our refuges and ensure rooms are ready within strict timescales for new arrivals.

### MAIN DUTIES AND RESPONSIBILITIES:

1. Responsible for maintaining the highest standards of cleanliness within our refuge sites which includes although not an exhaustive list: sweeping; mopping; vacuuming; damp dusting surfaces; glass cleaning and emptying bins.
2. Clean all communal areas in a refuge including lounge, toilets, playroom, entrance, hall, stairs, landings and laundry areas.
3. Preparing and cleaning all void rooms and self-contained units including washing the bedding and completing an inventory check.
4. Clean the offices within the refuges at times negotiated with the refuge staff.
5. Responsible for cleaning and tidying outside areas, including garden area and exterior fittings.
6. Support refuge residents to clean cookers and fridges every month.
7. Complete a temperature check of the fridges every month.
8. Responsible for stocktaking all essential household items and ordering cleaning suppliers via the internal purchase order system when stocks are low.
9. Report any required repairs, damaged or dangerous equipment to the Buildings Manager immediately.
10. Undertake health and safety checks under the direction of the Buildings Manager and be vigilant with regards to standards of health, safety and hygiene and report any areas of concerns to the Buildings Manager
11. Ensure all cleaning products are kept securely in locked cupboards and that all products used comply with COSHH regulations.
12. Participant in refuge house meetings as required.
13. To follow strict MWA confidentiality procedures for all service users and their families
14. To maintain awareness of child protection / safeguarding issues and report any such concerns to a manager as a matter of urgency



**GENERAL:**

1. To identify own training and development needs and participate in all training courses relevant to Manchester Women's Aid commitment to providing high quality services.
2. To work at all times with due regard to the policies and procedures of Manchester Women's Aid, including financial regulations, participating in their development and amendment where required.

**OTHER:**

1. The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six month probationary period.
3. Must be mobile to visit sites and work across the whole city as required.
4. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.



## PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED
<b>EDUCATION/QUALIFICATION</b>		
Relevant professional qualification, for example NVQ in cleaning and support services.	<b>D</b>	Application Form
<b>EXPERIENCE</b>		
Previous cleaning experience required.	<b>D</b>	Application Form/ Interview
<b>KNOWLEDGE AND UNDERSTANDING</b>		
Knowledge of working within health and safety regulations.	<b>E</b>	Application Form/ Interview
<b>SKILLS AND ABILITIES</b>		
Ability to identify work required, i.e. areas to be cleaned	<b>E</b>	Application Form/ Interview
Ability to maintain a high standard of cleanliness both indoors and outdoors.	<b>E</b>	Application Form/ Interview
Able to work alone using initiative.	<b>E</b>	Application Form/ Interview
Able to communicate effectively with colleagues and residents.	<b>E</b>	Application Form/ Interview
Able to empathise with and understand the issues facing women who have experienced domestic abuse.	<b>E</b>	Application Form/ Interview
Good level of numeracy, literacy, report writing and IT skills.	<b>E</b>	Application Form/ Interview
<b>OTHER</b>		
Commitment to equal opportunities and anti-discriminatory practice.	<b>E</b>	Application Form/ Interview
Willingness to undertake training and a commitment to continuous personal development.	<b>E</b>	Application Form
Willingness to work flexibly and able to travel to different sites and venues.	<b>E</b>	Application Form

<b>POST HOLDER SIGNATURE:</b>		<b>DATE:</b>	
<b>LINE MANAGER SIGNATURE:</b>		<b>DATE:</b>	