



Accommodation Services Housekeeper

Job Description

Women's Aid ABCLN is a professional, dynamic and energetic organisation providing gold standard support to women and children experiencing domestic abuse.

Job Title:	Accommodation Services Housekeeper
Responsible to:	Accommodation Services Manager
Location:	To be based in Refuge Accommodation
Aim of Post:	To maintain a high standard of cleanliness and hygiene within accommodation services, whilst ensuring a safe, comfortable environment at all times.

Key Responsibilities of Accommodation Services Housekeeper

- Maintain the highest standards of efficiency and cleanliness of communal areas.
- Support the residents to use the appropriate bins for general waste and recycling, and to place them out for weekly collection.
- Maintain the laundry room to a high standard of cleanliness, including washing and ironing bedding when necessary.
- Ensure a good knowledge of all cleaning chemicals used in the home, and use following manufacturer's instructions.
- Adhere to confidentiality policies.

Responsibilities

- In preparation for women and children accessing the accommodation, ensure all the apartments and ensuite bedrooms are clean and tidy. This includes: making up beds, cleaning bathrooms and having toiletries available. Also, ensure fridges and cookers are clean and in good working order.

- Be responsible for maintaining the stores and restocking/ordering supplies when necessary – this includes linen store, cleaning store, toiletries, and food store.
- Have a sound working knowledge of the safe use of the equipment and help maintain the equipment in good, clean, working order, ensure the correct storage of cleaning materials, and equipment.
- When entering a resident's apartment/bedroom, be mindful that the apartment/bedroom is the resident's home. Dignity and privacy should always be respected.
- Have due regard and respect for the resident's personal belongings.
- Report any faults, damaged furniture, faulty appliances, equipment or potential hazards to the Accommodation Services Manager.

Health and Safety –

- To ensure that you work in a safe environment following the Health and Safety at Work Act.
- Assist in the maintenance of a safe and healthy working environment by understanding and ensuring adherence to the Health and Safety Policy and procedures including fire.
- Practice and promote safe working practices within the accommodation services (e.g.: cleaning products, chemicals, vacuum cables, mops, etc not left unattended/trailing).
- To be fully aware and comply with infection control standards, ensure you use the appropriate hand hygiene technique and have adequate protective clothing such as gloves and aprons when required.
- Take responsibility for your own Health and safety and that of others who may be affected by your acts or omissions.
- Be aware of relevant Health and Safety legislation, ensuring that safety precautions are undertaken appropriately.
- Attend and participate in staff meetings and attend all mandatory training.

Identify and promote knowledge and learning

- Undertake ongoing learning and professional development as necessary, in order to maintain high standards in the quality of work.
- Attend and participate in supervisions and appraisals.

Policies and Procedures

- Ensure that you are familiar with all the policies and procedures and understand your duty to comply and implement them when necessary.

Equality, Diversity and Inclusion

- Ensure all duties are carried out in a manner which adheres to Women's Aid ABCLN Equality & Diversity policies and procedures.
- Respect and value diversity within the local community, recognising the needs and concerns of a diverse range of clients and ensuring services are accessible and equitable to all.

Other duties

- To undertake any other duties within the scope of this job description.

Hours of Work: 18hrs per week

Salary: £12.21 per hour

Women's Aid ABCLN offer a competitive **Benefits Package** including:

- Incremental Salary Scale
- 25 Days Annual Leave increasing to 27 Days after five years' service and 30 Days after 10 years' service, plus 11 Statutory Holidays (pro rata)
- Generous Pension with Employer Contribution of 8% plus Life Insurance
- Enhanced Occupational Sick Pay
- Carers Leave
- Comprehensive Induction & Training
- Regular Supervision
- Flexible Working options

Personal Specification

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FACTOR	ESSENTIAL CRITERIA	METHOD OF ASSESSMENT
Qualifications and Experience	1. A minimum of 1 years' experience working in a professional cleaning or housekeeping role (e.g. office, care home, hotel, supported accommodation).	Shortlisting by Application Form
	2. Experience maintaining high standards of hygiene in both private and communal spaces.	Interview
Knowledge / Understanding	1. Awareness of domestic abuse and its impact on women and children.	Interview
	2. Knowledge of infection control practices and safe use of cleaning products and equipment (e.g. COSHH awareness).	Shortlisting by Application Form / Interview
	3. Understanding and willingness to work within the organisation's safeguarding, equality and diversity, and health and safety policies.	Interview
Skills and Aptitudes	1. Ability to communicate clearly and respectfully with residents and colleagues, maintaining confidentiality and professional boundaries.	Interview
	2. Demonstrated ability to work independently with minimal supervision and manage own workload effectively.	Interview
	3. Demonstrated ability to respect privacy, dignity, and personal belongings of others in a residential or support environment.	Shortlisting by Application Form / Interview
	4. Basic stock management skills, including restocking and checking supplies.	Shortlisting by Application Form
	5. Ability to safely carry out physically demanding tasks such as lifting, bending, and prolonged periods of standing in accordance with health & safety guidelines.	Shortlisting by Application Form / Interview

Notes to applicants:

1. You must clearly demonstrate on your application form, how you meet the required criteria as failure to do so may result in you not being shortlisted.

2. Shortlisting will be carried out based on the essential criteria as set out above, using the information provided by you on your application form.

3.If applicable, proof of qualifications will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.