

Job Title:	Housekeeper/Cleaner	Place of Work:	Refuges and Office locations
Hours of Work:	10 Hours Mon-Fri	Reports to:	Housekeeper/Maintenance Supervisor
Salary	£7.20 per hour		

Purpose of the Organisation:

Women's Aid in Luton;

- exists to provide support, advice and guidance and safe accommodation for women and children who have suffered from or are exposed to Gender Based Violence.
- passionately believes that all women and children have a right to feel safe and secure and to live free from all forms of abuse and violence.

DIMENSIONS:

Supervisory Management: None; but must be self-motivated.

Financial Resources: The post holder will not have specific budgetary responsibilities; but they will be expected to support the Housekeeper/Maintenance Supervisor in their efforts to ensure that best value is achieved in the use of cleaning products and equipment.

Context: Due to the sensitive nature of this role we will be considering female applicants only for this post in accordance with the provisions of the Occupational Requirement (Equality Act 2010, pursuant to schedule 9 part 1)

Rehabilitation of Offenders Act 1974: Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-over or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Disclosures are handled in accordance with the DBS (formerly CRB) Code of Practice.

Physical Resources: Office and household cleaning equipment

Physical Effort / Strain: Some lifting, carrying and manoeuvring of bulky items; accessing buildings on several levels.

Working Environment: The work will be undertaken across a range of premises within Women's Aid in Luton including Refuges, the Drop-in Facility (Brenda House) and the Head Office, as directed by a member of the management team.

Job purpose:

- To work as a member of the team to provide an efficient and effective cleaning service to the refuge accommodation and offices.
- To ensure that a high standard of health and safety and hygiene are maintained at all locations to the expectations of the organisation.
- To be responsible for maintaining appropriate stock levels for cleaning products and equipment across all locations and distributing these amongst the Refuges and Offices as necessary.

Overall Responsibilities

The post holder will be responsible for the following generic duties across both the offices and Refuges: -

- Determine priorities for cleaning across the Organisations premises; ensuring that 'deep' cleans can be conducted as and when it is necessary to do so.
- Provide weekly reports to the Housekeeper/Maintenance Supervisor on cleaning undertaken; highlighting any specific issues as they arise.
- Maintain appropriate stock levels of cleaning equipment (including light-bulbs) and products within the Organisation and ensure that levels are routinely reported to the Housekeeper/Maintenance Supervisor to ensure that stock can be replenished in a timely manner.
- Periodically review the costs of products and research alternative suppliers of cleaning products to ensure that the Organisation is receiving best value for these products and provide this information to the Housekeeper/Maintenance Supervisor.
- Maintain appropriate stock levels of sanitary and hygiene products i.e. soap for dispensers, toilet rolls etc.
- Ensure that staff and public toilets and bathrooms are appropriately cleaned and stocked.
- Supporting staff in conducting various Health and Safety Checks as required and acting upon any findings of those checks to ensure that a safe working and living environment is maintained.

Specific Responsibilities – Refuge

The following list represents a list of duties associated with the work in each of the Refuges. The frequency by which each activity will be conducted will vary according to need and the post holder may be required to conduct other activities commensurate with the role.

- Vacuum and clean the communal and public areas of the Refuge; including kitchens, bathrooms, windows and glass doors.
- Empty the dustbins.
- Clean the Refuge Offices.
- Ensure that the linen cupboard is organised and levels appropriately laundered and maintained.
- Wash down walls and clean paintwork including skirting boards, doors etc.
- Conduct 'deep cleans' for each private room as it vacated and ensure that it is equipped and made ready for a new resident within a defined timescale.
- Assist residents with basic life skills i.e. cleaning, laundering etc. where necessary.
- Clean hard to reach areas; light fittings, tops of cupboards etc.
- Assist Support Workers in maintaining outside areas around the Refuges.

Specific Responsibilities – Head Office and Drop-in Centre

The following list represents a list of duties associated with the work in the Office locations. The frequency by which each activity will be conducted will vary according to need and the post holder may be required to conduct other activities commensurate with the role.

- Clean all offices and communal areas to a high standard; including hard to reach areas.
- Ensure towels and tea-towels are laundered
- Empty the dustbins.
- Assist in maintaining outside areas around the office locations.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. The post-holder is expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and to work flexibly within the agreed hours to ensure that the needs of the Business and its service-users can be met.