



MANINPLACE
INNOVATE ACCOMMODATE MOTIVATE

Job Description.

Estate Housekeeper

Context

The Estate Housekeeper will be integral to supporting the Housing Management Team by working to a high standard with attention to detail at all times, ensuring our accommodation is prepared and ready to welcome our next customer.

Always aiming to achieve high standards in every room and communal areas of our accommodation, the housekeeper will provide our customers with an environment that is ready to be occupied and will offer a home like feel that promotes a healthy and enriching lifestyle.

Hours of work

37.5 hours per week working Monday to Fridays

Salary

£8.05 per hour (annual salary £15,697)

Qualification & experience

Knowledge of and experience in Cleaning and Sanitising rooms to varying levels to meet requirements within private accommodation and/or care home/hotel environments. Experience of using commercial cleaning products and knowledge of COSHH requirements.

Responsible to

Company Directors

Location of work

Working at various locations across the borough of Telford and Wrekin.

Job Summary

The key role of the Estate Housekeeper is to clean vacated accommodation in preparation for the next customer to arrive. Rooms will need to be thoroughly cleaned throughout, with furniture items and windows dressings being checked for damaged and replacement or cleaning. A programme of communal cleaning works will be implemented that ensures shared areas are kept to a high standard, this will include long-term accommodation and head office space.

Duties within the role include:

- Dusting and polishing furniture and fixtures
- Cleaning and sanitising toilets, showers/baths and sinks
- Maintaining a clean and sanitary kitchen area

- Checking, cleaning or replacing mattresses ready to receive new bedding
- Changing or replacing bed linen where appropriate
- Washing windows
- Vacuuming and cleaning carpets and rugs
- Sweeping/vacuuming, polishing, and mopping hard floors
- Sorting, washing, loading, and unloading laundry where appropriate
- Using any cleaning equipment such as vacuums, mops, and other cleaning tools
- Cleaning mirrors and other glass surfaces
- Disposing of waste using appropriate bins and recycling crates
- Steaming and cleaning draperies
- Washing blinds
- General tidying of communal rooms if required
- Monitoring cleaning supplies and ordering more as needed
- Reporting any necessary repairs or replacements

Abilities

Abilities required

1. Knowledge of various commercial and domestic cleaning products
2. Experience and ability of keeping records of chemicals used in line with regulations
3. Ability to use cleaning equipment, such as vacuums, steamers and carpet washers
4. Have strong attention to detail
5. Ability to identify repairs and report them with clarity
6. Able to work to a high standard of cleanliness
7. Ability to work alone or as part of a team
8. To be able to work in an organised fashion
9. An ability to relate to customers from different backgrounds and with varying needs
10. Adaptable and flexible work approach
11. Able to listen and take criticism

Abilities required when working with voluntary and statutory sector

1. Demonstrate compassion to vulnerable adults
2. Ability to listen
3. Able to report with clarity, support needs of a customer to appropriate staff
4. Have an ability to resolve conflict while remaining calm and in control

Person specifications		
Skills & Experience	Essential	Desirable
Demonstrate n attention to detail in all areas of work	X	
Experience of providing domestic or commercial cleaning services	X	
Experience of using cleaning equipment: vacuums, steamers, carpet washers	X	
Knowledge of COSHH requirements and records keeping	X	
Experience of record keeping and ordering of new supplies		X
Demonstrate an ability to report repairs and maintenance issues	X	
Demonstrate flexible work approach	X	
Experience of working with vulnerable adults		X
Experience of working within the housing or homelessness sector		X
Demonstrate an ability to work in a non-confrontational manner	X	
Ability to work with a non-judgemental approach	X	
Experience of working as part of a team and as a lone worker who is able to use own initiative	X	