

**JOB DESCRIPTION**

Job Title <b>Housekeeping</b>	
Department <b>Campus</b>	Team <b>Housekeeping</b>
Reports to (Job Title) <b>Housekeeping Supervisor</b>	
Responsible for (number of supervisees)	Job Grade
Location	Contract Type <b>Permanent</b> <b>30 hours per week, Monday to Friday</b> <b>6 hours per day</b>

*“This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.”*

**Purpose of the Job**

Customers report that communal areas are kept clean and safe.

New Campus customers report that their rooms are clean, tidy and well presented.

## **Main duties and responsibilities**

1. Working as part of a team, to provide a cleaning service to the YMCA residency and the remainder of the premises.
2. To take responsibility for Health and Safety issues appropriate to the area of work.
3. To maintain a knowledge of COSHH regulations.
4. To provide a laundry service for the YMCANS bedding and other laundry needs.
5. To liaise with Maintenance and Housing and Support staff to ensure that vacated rooms are cleaned and ready for letting to new customers in line with Key Performance Indicators.
6. To liaise with other staff teams regarding the well being of customers and meeting customer needs, and on occasions working with and assisting other departments to meet targets and achieve a high standard of service delivery to customers.
7. To provide customers with cleaning materials for use in their rooms upon request.
8. To uphold and maintain the Christian ethos and values of the YMCA.
9. To be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
10. Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
11. Undertake such other duties as may reasonably be required.
12. To maintain a knowledge of current Covid Regulations.
13. To follow any YMCA procedures on waste management and recycling

## Person Specification

### Knowledge

Knowledge of hygiene issues, especially around the current Covid Pandemic.

Knowledge of health and safety issues in the workplace

Knowledge of COSHH issues

Knowledge of the housing and health issues facing homeless people.

### Experience

Experience of working in a customer service environment

Appreciation of the difficulties facing vulnerable young people

### Skills And Abilities

Ability to work individually and as part of a team in achieving team objectives and Key Performance Indicator targets.

Supportive of the Christian aims and purposes of the YMCA