

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Adults & Health		Service Area: Early Intervention and Prevention Team Rosedale Centre Adult Social Care
JOB TITLE: House Keeper		
GRADE: C		
REPORTING TO: Rosedale Registered Manager		
1.	JOB SUMMARY: Ensure the well-being of services users through the provision of an efficient housekeeping.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
1	To undertake all cleaning duties across the premises including communal areas, kitchen, rooms and toilet and bathroom facilities.	
2	To undertake laundry duties including removal of bed linen and bed making.	
3	In inclement weather clearing of snow to ensure pathways are clear and safe.	
4	Ensure the safe use and operation of all equipment used.	
5	Ensure cultural and religious needs of service users are met.	
6	To follow all relevant statutory, policy, codes of practice and procedure guidelines associated with the operation of the service.	
7	To co-operate in ensuring service aims and objectives are implemented.	
8	To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate with the standards required by Stockton on Tees Borough Council	
9	To Take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.	
10	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.	

11	To undertake such others duties and responsibilities commensurate with the grading and nature of the post.
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3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)

Job Description dated January 2018



PERSON SPECIFICATION

Job Title/Grade	Housekeeper – Permanent	Grade C
Directorate / Service Area	Adults & Health	Rosedale Centre Adult Social Care
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Educated to a relevant NQF level 2 qualification or equivalent level of knowledge obtained through direct work experience.		Application form
Experience	<p>Knowledge and experience of working in a housekeeping environment including cleaning and laundry.</p> <p>Knowledge and experience of using a range of housekeeping appliances.</p> <p>Awareness of health and safety requirements associated with</p>	<p>An understanding of the support needs of older people who are frail.</p> <p>Experience of working directly with older people.</p>	Application / Interview

	housekeeping.		
Knowledge & Skills	<p>Good verbal communications skills.</p> <p>Ability to take guidance and instruction from management.</p> <p>Ability to work alone or as part of a team</p> <p>Be prepared to accept structured supervisions and appraisals.</p> <p>To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.</p>		
Specific behaviours relevant to the post.	Demonstrate the Council's Behaviours which underpin the Culture Statement.		Application / Interview
Other requirements	<p>Approachable</p> <p>Friendly</p> <p>Enthusiastic</p> <p>Positive approach and motivated</p>		

	<p>Reliable honest and flexible</p> <p>Able to work at short notice to cover sickness and holidays</p> <p>Able to work all days of the week</p> <p>There is an expectation that additional shifts will be worked to meet the demands of the service during periods of employee absences</p> <p>The job involves working directly with older people and therefore is subject to a Disclosure and Barring Service (DBS) check.</p> <p>The post holder will be required to be double vaccinated for COVID-19 or have evidence they will be double vaccinated by 11th November 2021 before any offer of employment is made (subject to any Medical exemption)</p>		
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