

ROLE PROFILE

JOB TITLE	Housekeeper
SERVICE PROVISION	SSJ Properties
SCALE POINT	20
CONTRACT TYPE	Permanent
LINE MANAGER	Housekeeping Supervisor
DATE OF ISSUE	August 2026

Purpose of the Role: To work at a number of residential properties for the Society of St James (SSJ), in order to provide and maintain a quality housekeeping service. You will be responsible for upholding Health & Safety and (COSHH) standards for cleaning relating to these properties.

Specific Duties:

General Duties
1. Report to Line Manager or identified cover at the beginning and end of each shift. 2. Clean to the specified standard of kitchens, bathrooms, living rooms, hallways, stairs, on occasions outside areas when needed. Cleaning of vacant residential rooms/flats. 3. Communicate with the line manager through preferred communication channels during each property visit. 4. Keep basic records of work completed, as directed. 5. Carry out checks of the outsides of properties, and report large discarded items through the property communication channel. 6. Notify your Line Manager or identified member of staff when stock is required. 7. To drive between properties, transporting some products and equipment required for cleaning. 8. Distribute cleaning supplies/stock between properties, as instructed.

Cleaning
1. To work to each property's regular cleaning specification, ensuring that tasks are completed at the appropriate times. 2. To perform ad hoc or one off cleaning tasks as required. 3. To ensure that all residential property communal areas are cleaned, including the kitchens and bathrooms.

4. To ensure that all commercial offices and areas are cleaned, including kitchens, toilets and shower rooms.
5. To work with your Line Manager to identify any changes or improvements to property cleaning specifications.
6. To provide a periodic deep clean at residential properties, as directed.
7. To ensure the standard of cleanliness at each property is kept to an agreed level.

Health and Safety

1. Ensure cleaning products are stored, used and transported safely, considering (COSHH) requirements.
2. To use, when required, personal protection equipment.
3. Adhere to the Society's Health & Safety Policy and follow all additional policies and procedures relating to health and safety contained within the Health and Safety Management System, with specific regard to your responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you (colleagues, clients, visitors etc.).
4. Adhere to SSJ's lone working procedures, using a Lone Working Device where required.

Additional Requirements:

1. Attend staff meetings, supervision meetings and other meetings as directed by your Line Manager.
2. Adhere to the Society's Health & Safety Policy and follow all additional policies and procedures relating to health and safety contained within the Health and Safety Management System, with specific regard to your responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you.
3. Be aware of your personal safety and the safety of others and comply with procedures to manage risk as directed. Log accidents and incidents and report perceived risks.
4. Attend all training courses as directed by your Line Manager.
5. Adhere to all of the Society's Policies and Procedures when undertaking any work for and on behalf of the Society.
6. Willingness to work flexibly in order to meet the needs of the service.
7. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the services.
8. Report any maintenance issues to your supervisor

Essential Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Cleaning to a high standard; including regular cleaning tasks and deep cleaning.	FORM INTERVIEW
Cleaning techniques and products to cover the various tasks which need to be completed in residential and commercial environments	FORM INTERVIEW
Good time management skills and ability to organise and manage your workload; prioritising jobs effectively	INTERVIEW
Ability to perform cleaning duties to the required standard	INTERVIEW
Preparedness to clean any mess in order to maintain properties to a hygienic level	FORM
Ability to take direction, as well as using your own initiative	INTERVIEW
Be capable of lifting materials and equipment	FORM
Be able to climb stairs regularly, as each of our properties are over more than one floor	FORM
Good communication skills	INTERVIEW
Empathetic of individuals with histories of homelessness, mental health problems and substance misuse	FORM INTERVIEW
Basic knowledge and understanding of health and safety issues and Control of Substances Hazardous to Health (COSHH) or willingness to undertake training for this	FORM INTERVIEW
Knowledge and understanding of equality and diversity, with respect to staff and clients	INTERVIEW
Knowledge of lone working procedures and staying safe at work	INTERVIEW
Computer literate – familiar with Word and use of Email and the Internet	FORM
Ability to stay calm and friendly under pressure in a busy environment	FORM INTERVIEW
Full UK driving licence with car and a willingness to have, or already have appropriate insurance for business travel	FORM
Desirable Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Knowledge of safeguarding and protection procedures and protocols for vulnerable adults or be willing to take training.	INTERVIEW
Ability to provide additional cover for sickness and annual leave	INTERVIEW
Creativity to improve practices and procedures and implement your ideas	FORM INTERVIEW

The SSJ Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Competencies – Housekeeper:

1. Good time management skills and the ability to prioritise work.
2. Ability to work alone and as part of a team.
3. Compassionate approach to dealing with individuals with complex needs and challenging behaviour.
4. Ability to adhere to and implement good health and safety practices.
5. Able to maintain professional boundaries at all times and demonstrate self-awareness at all levels.
6. Able to communicate in all ways effectively with clients and colleagues.