

Job Description

Job title	Housekeeper
Profession	Customer & Community
Band	F
Directorate	CCO (Customer)
Accountable to	Housekeeping Team Leader

Job Purpose:

The role is responsible for delivering day-to-day housekeeping services to our key worker accommodation residents, whilst championing our SNG values. Play a key part in the team within a key worker accommodation scheme, which offers both short-term and long-term accommodation to large numbers of key worker residents, ensuring that the housekeeping services provided contribute to providing each customer with a positive experience whilst staying with us.

The role will also be responsible for maintaining high quality data in our customer and property systems, ensuring that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Housekeeping Team Leader, this role will deliver key accountabilities. Responsible for ensuring our key worker accommodation provides a safe, well maintained, compliant environment where current and future customers will be proud to live, whilst achieving our operational goals and customer satisfaction standards.

Key Accountabilities:

- Work independently and as part of a housekeeping team to carry out cleaning and housekeeping duties throughout defined areas within our key worker accommodation. Undertake tasks such as cleaning kitchens, bathrooms and communal areas, disposal of refuse and the preparation of bedrooms, flats or houses for newly arriving customers, to agreed specifications.
- Service and clean occupied flats and houses, providing cleaning and housekeeping services to an agreed standard, ensuring the highest levels of service to our customers.
- Support with the laundering of bed linen and other items and assist with stock control of housekeeping materials, taking ownership of stock used.
- Ensure that cleaning materials and chemicals are safely used and stored as directed, keeping all work and storage areas clean, tidy and safe at all times.
- Ensure that all work is undertaken within a safe environment, following directions and instructions given to keep both our customers and colleagues safe at all times.
- With customers, colleagues and contractors, maintain and improve our homes and places, reporting service failures, reporting repairs and working with colleagues to ensure timely resolution.

- Provide advice and guidance to residents to help support them during their stay, signposting them to sources of help and support where needed.
- Assist with health and safety checks and inspections within the key worker accommodation where required, playing a part in keeping our customers and colleagues safe at all times.
- Hold the Data Steward role for data related to key worker as set out in Sovereign Network Group's data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance team for consideration and/or investigation.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience in delivering excellent housekeeping services to customers.
- Able to work independently and as part of a team to meet goals within set timeframes.
- Approachable, reliable and flexible, with the ability to communicate clearly and confidently with our customers.

Desirable

- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4800	Corrine Daley	17/05/2025	
2.0				