



Role Profile

Job Title:	Housekeeper	Reporting to:	Manager or Senior On Duty
Grade	J	Posts/Team reporting to this role:	0
Business unit	Intermediate Care	Role Profile Reference	

Role Purpose:

- To provide a cleaning service throughout the care centre.
- To participate in providing a good level of service to all the Service Users.

Role Accountabilities:

- The Housekeeper is accountable to the senior officer on duty.
- To clean Service Users rooms and all communal areas.
- To make beds.
- To assist with the washing up in savories and kitchens.
- To lay tables, to prepare beverages and snacks and to participate in the main kitchen in the preparation of meals as and when required.
- To wear appropriate clothing in accordance with Health Hygiene regulations.
- To work within a seven-day Rota and to work variable flexible hours.
- To maintain professional boundaries in accordance to our policies.

Other Key Features of the role

- To attend staff meetings.
- To participate in staff Supervisions and Appraisals.
- To participate in training activities.

All duties must comply with Health & Safety required COSHH, Hygiene regulations, Fire precautions and Codes of good practice.

Knowledge and Experience

- NVQ level 1 in Housekeeping would be desirable.
- Having an understanding of the Service Users and their needs.
- Experience of tasks – Cleaning, washing up, preparation of meals, snacks and drinks.
- To be able to work on one’s own initiative and capabilities.
- To acknowledge team responsibilities.

Contacts and Relationships

- To be able to undertake report writing and complaints forms as and when required.
- To work within other relationships when required.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

We are committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs and expects all colleagues and volunteers to share this commitment.

Board Director	
Signature:	Date