Housekeeper – Short Breaks Service

JE Code: JE1762

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service:** | Adults |
| **Reports to:** | Team Leader |
| **Job Family** | Operational Services |
| **Grade:** | B |
| **Political restricted** | N |
| **Date:** | August 2022 |

**Key Deliverables**

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| **1.** | Prepare the service on a daily basis to meet the needs of the individuals staying, this will include preparing the bedrooms, bathrooms, living rooms and kitchens in accordance with their individual support plans to ensure they are ready for the people accessing the service. |
| **2.** | To carry out housekeeping/cleaning duties as directed by the Team Leaders and management team or another designated person. |
| **3.** | To be responsible for the ordering and safe storage of cleaning equipment and materials for the Short Breaks Service. |
| **4.** | To manage stock levels, inform admin when stocks need replenishing and keep the service stocks replenished. |
| **5.** | To be responsible for all laundry for the Short Breaks Service, washing and ironing of all bedding, clothing etc. |
| **6.** | Undertake minor repairs to soft furnishings, bedding and clothing (i.e., not requiring qualified craftsperson) and maintain a clean and tidy environment. |
| **7.** | Operate machinery such as industrial washing and drying machines and ensure they are maintained in good working order. |
| **8.** | Liaise with outside contractors for necessary repairs on domestic appliances. |
| **9.** | Carry out cleaning duties in Short Breaks Service kitchens, cookers, fridges etc, maintaining standards of food hygiene. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Knowledge of COSHH and food safety regulations. |
| **2.** | Aware of risks using electrical appliances. |
| **3.** | Be able to work on own initiative. |
| **4.** | To be able to work flexibly whist understanding the needs of the service users. |
| **5.** | Good organisational and planning skills with strong attention to detail. |

Job Family

Operational Services

Grade B

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| --- | --- |
| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the Council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

### Role characteristics

At this level job holders carry out a number of different tasks using a wide range of tools and equipment. They depend upon their experience and initiative to make day to day choices about work methods and short-term priorities.

### The knowledge and skills required

As the focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. Job holders will need speed, dexterity and co- ordination to effectively carry out their duties.

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

### Thinking, planning and communication

Most work will be routine in nature, but there will be the need to make straightforward judgements about day to day choices where the job holder will have little doubt what to do.

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

**Decision making and innovation**

Job holders will work from standard instructions but will use their initiative to make minor day to day decisions. Usually following laid down procedures or under specific instructions. They will not be expected to deviate from established practices in carrying out tasks.

### Areas of responsibility

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. There will be no supervisory responsibilities at this level although job holders may assist with the orientation of new starters or volunteers.

Other than the occasional handling of small amounts of cash or financial records, job holders will have no financial responsibilities.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of Council premises or workspaces.

### Impacts and demands

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.