

## Job Description

**Job title:** Housekeeper

**Accountable to:** Housekeeping Team Leader

**Job Purpose:** Our vision is to have a positive and lasting impact on our customers lives by offering them safe high-quality homes and connected communities. We'll do this by shaping our services around customer, asset, and place.

You will be responsible for delivering day-to-day housekeeping services to our key worker accommodation residents, which help support this vision whilst championing our values of being kind, respectful, inclusive, ambitious, responsible, and collaborative.

You'll play a key part in a 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.

You will also be responsible for maintaining high data quality 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.

### **Dimensions:**

**Financial responsibility:** To indirectly support income generation by providing excellent housekeeping services that boost bookings and customer retention by carefully managing the use of resources and materials to limit expenditure.

**People responsibility:** Nil

**Autonomy:** Within the broad direction of the Head of Specialist Housing, the role is 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:**

What are the main responsibilities / deliverables:

- To take responsibility to deliver the right outcome for our customer in a safe and timely way.

- To work independently and as part of a housekeeping team to carry out cleaning and housekeeping duties throughout defined areas within our key worker accommodation, undertaking 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.
- To 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.
- To support with the laundering of bed linen and other items and to assist with stock control of housekeeping materials, taking ownership of stock used.
- To 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.
- To 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.
- To 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.
- Holds the Data Steward role for data related to Key Worker as set out in Sovereign'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.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign's corporate objectives whilst observing Sovereign's policies, procedures, and ways of working.
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date.
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organisation

**Knowledge & Skills:**

- To be passionate in delivering excellent housekeeping services to customers.
- To be able to work independently and as part of a team to meet goals within set timeframes.
- To be approachable, reliable and flexible, with the ability to communicate clearly and confidently with our customers.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations

| <b>Version</b> | <b>Job code</b> | <b>Author</b>              | <b>Date created/modified</b> | <b>Effective date</b> |
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|                |                 | Head of Specialist Housing | Oct 22                       |                       |
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