

Job title:	Housekeeper
Directorate:	Operations
Date written:	December 2014
Grade:	6
Job code:	4924

Purpose of job

Ensure that our customers living in housing for the over 60s, receive a high-quality housekeeping service that enhances Radian's reputation for excellent customer satisfaction.

Where a support laundry is provided at the scheme, operate and manage the service.

Key duties and responsibilities

- Clean all communal areas of the building, as instructed by the Independent Living Officer.
- Where identified, whilst carrying out day-to-day duties, report maintenance problems to the Independent Living Officer, or the Customer Service Centre.
- Carry out weekly flushing of communal water outlets in line with Legionnaire checks and sign off on the schedule.
- Where applicable, efficiently run and administer the laundry service in conjunction with the Independent Living Officer, ensuring that the Support Laundry Procedure and Cash Receipts Handling Procedure are adhered to.
- Ensure the 'specification for frequency of cleaning' for each scheme is adhered to.
- Assist the Independent Living Officer to ensure cleaning supplies are well stocked.
- Report management problems identified to the Independent Living Officer e.g. abandoned flats, dumped furniture and noise problems.
- Be receptive to the needs and concerns of customers and report any concerns to the Independent Living Officer.
- Where applicable, participate with the provision of meal services and social activities for customers.
- Undertake any duties, as may be necessary, to keep the premises and their surroundings clean and in good condition, including stripping and remaking guest room beds and laundering sheets where required.
- Comply with the requirements of the Data Protection Act and associated policies and procedures insofar as they relate to the duties of the post.
- Assist Independent Living Officers and Team Leaders in the resolution of complaints and enquiries by providing information, as requested.

- Work effectively across all teams and departments to ensure that excellent working relationships are developed and maintained with the common goal of providing excellent customer service.
- Participate fully in effective health and safety management practices and risk minimisation control measures, as instructed by the Independent Living Officer.
- Carry out other duties appropriate to the post, as necessary or as requested.

Knowledge, skills and experience required

- Demonstrable experience of undertaking a range of cleaning duties and maintaining high standards of cleanliness in accordance with specified schedules.
- Experience of managing a small laundry service.
- Evidence of the ability to maintain accurate customer records and basic financial information.
- A service-orientated outlook and attitude with a genuine desire to go the 'extra mile' for customers.
- Evidence of the ability to communicate clearly and effectively with customers.
- Self-motivated with the ability to act on own initiative.
- Experience of prioritising own work and responding flexibly to changing needs.
- Experience of working in an organised manner paying attention to detail.
- Knowledge of Health & Safety Regulations (General) and Control of Substances Hazardous to Health (COSHH).
- Experience of recommending workable solutions to problems encountered.
- Demonstrate our values and behaviours.