

## Job description and person specification

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Job Title:	Housekeeper
Employment Type:	Permanent
Hours:	25 hours per week (0.71 FTE) Monday-Friday, 06:00 – 11:00
Reporting to:	Housekeeping Team Leader
Salary:	Full-time equivalent = £24,079. This will be pro-rated accordingly.
Location:	Bath
Date:	April 2025

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**St John's Foundation** is a local charity dedicated to fostering an age-friendly community through housing and outreach services, helping older adults live independently for longer. Beyond our work with older adults, we support those who have reached a point of crisis in their lives, as well as working to create communities where children can grow up happy, healthy, and well-educated.

Every aspect of our work is built upon our values of trust, kindness, and courage, and inspired by our purpose: To change lives. For good.

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**At St John's we believe that not all great minds think alike.** We are an equal opportunities employer and your unique perspective is valuable to us.

Please let us know if we can make any **reasonable adjustments** for you during the recruitment process. This may include, but is not limited to:

- being flexible with the time and location of our interviews
- providing interview questions in advance
- allowing more time for any assessments
- adapting the interview environment to reduce sensory input

If you have any questions about what the interview process involves (after reading our job advert) please contact "hradministration@stjohnsbath.org.uk" and we will be happy to talk.

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### **Job description**

Our Housekeepers play a vital role in maintaining the highest standards of cleanliness in our organisation, ensuring that every office, apartment, and communal space is clean, tidy and maintained at all times. A champion for hygiene and infection control within these spaces, you'll have access to all the necessary equipment and materials to ensure you can create a welcoming, safe and comfortable environment for employees, clients and guests.

This role will be predominantly based at our commercial office space at 1 Queen Square, Bath, BA1 2HA. The role will include undertaking cleaning in our sitewide communal areas, helping the organisation to run in a smooth, effective manner whilst creating an inviting, hospitable environment for our staff, individuals, their representatives and guests.

You will assist in a variety of ways and ensure the rights and choices of individuals are met. You may also be required support the team to undertake a range of communal cleaning tasks within our almshouse accommodation at Chapel Court and Combe Park, where the business requires.

You will be expected to work flexibly as directed by the Housekeeping Team Leader to meet the needs of the service. This will be discussed at interview.

There may be occasions where lone working applies for this role.

Please note, as duties and responsibilities change, the job description will be reviewed and amended in consultation with the employee.

### **Responsibilities**

- Ensuring a high standard of cleanliness and hygiene is maintained, and adherence to Health and Safety regulations.
- Cleaning and tidying of designated areas (kitchens, offices, meeting and conference spaces, toilets, shower facilities, laundry rooms and all associated communal areas), including deep cleaning tasks where required. (fridges, freezers, dishwashers etc.).
- Vacuum cleaning, sweeping, mopping, polishing, dusting and where necessary, the use of powered equipment, e.g., vacuum cleaners, carpet/upholstery shampoo machines, floor polishers, washing machines and tumble dryers, etc.
- Washing, drying and ironing of towel stock for showering facilities.
- Tidy, organise and prepare meetings rooms for events, meetings and activities.
- Collection and removal of wheelie bin rubbish, emptying litter bins and managing recycling.
- Notifying the Team Leader of any damages, defects and disturbances.
- In the absence of the Team Leader, ensuring all cleaning products delivered are checked for quality and against original order and stored appropriately.
- Check stock levels of all products and equipment, maintaining good stock rotation when storing and replacing when appropriate.
- Dealing with reasonable complaints / requests with professionalism and patience.
- Appropriate record-keeping.
- Providing cover during periods of absence by other team members.
- Supporting the Housekeeping Team Leader to continually develop and expand the service.
- Establishing and maintaining trust and confidence of the individuals, their representatives and guests who use the service.
- Other duties within the broad scope and purpose of the job as requested by the line manager.

### **Other responsibilities**

- Reporting any concerns relating to safeguarding to the Housekeeping Team Leader.
- Establishing, developing and maintaining effective working relationships with all work colleagues.
- Adhering to St John's policies and procedures and complying with Health and Safety regulations.
- Attending training courses and team meetings as required.
- Undertaking any other duties, appropriate to the post, as required or directed by the Housekeeping Team Leader.

### **Operational goals**

- Achieving positive feedback from individuals, their representatives and guests accessing the service.
- Maintaining our standard of cleanliness in all areas of responsibility.
- Ensuring laundry services are undertaken in accordance with an individual's preference and/or business requirements.

- Achieving timely completion of allocated tasks in a person-centred manner.
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### **Person specification**

#### **Essential**

- Reliable, honest, respectful, with professional integrity.
- Excellent, open, friendly style of communication.
- Energetic and enthusiastic, with determination to deliver an excellent service.
- Understanding of professional boundaries.
- Ability to work flexibly to accommodate the needs of the service.
- Ability to work independently as part of a team.
- Strong time management and prioritisation skills with the ability to use initiative.
- Understands the importance of confidentiality, diversity, and equality.
- Satisfactory basic DBS certificate.

#### **Desirable skills and behaviours**

- Relevant commercial or residential cleaning experience (other than personal) is desirable.
  - Knowledge and understanding of the welfare of older adults.
  - IT literacy skills.
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### **Why should you want to work for St John's?**

At St John's we offer an extensive benefits package for all our employees. Some of these benefits include:

- Salary sacrifice pension scheme – you contribute 4% while we contribute 10%.
  - Private medical insurance – easily accessible from Bupa, we pay the annual premium.
  - Group Life Assurance – we pay out 3x your annual salary in the event of death.
  - Salary sacrifice schemes for the following, allowing you to spread the costs of expensive items and save on National Insurance payments:
    - Home and Tech – domestic appliances and technology items
    - Cycle to work – bicycles and accessories
    - Travel tickets – season tickets for rail and bus
  - A completely confidential Employee Assistance Programme available 24/7 via a direct helpline.
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### **Recruitment process**

In the interview we will ask you for examples of:

- 1) **Insert interview item**
- 2) **Insert interview item**
- 3) **Insert interview item**

[Add more information here if needed]