

REFUGE HOUSEKEEPER

JOB DESCRIPTION

Job Title	Refuge Housekeeper
Salary:	£25,878 per annum pro rota £13,988 per annum actual wage
Hours:	20 hours (to be worked over 3 weekdays)
Location:	ForWard House Refuge, Stafford
Responsible to:	Responsible to: Accommodation Services Manager, Chief Executive and Staffordshire Women's Aid Board of Trustees.
Job Purpose	To be responsible for the cleaning and maintenance of all communal areas in the refuge and for preparing flats for new families to move into. In addition, you will also carry out health and safety compliance checks across all safe accommodation properties.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010

JOB DETAILS

CORE REQUIREMENTS:

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with Staffordshire Women's Aid's Policies and Procedures.
- To take all possible steps to ensure the safety and confidentiality of the service users, staff, volunteers, and management of Staffordshire Women's Aid.
- To promote equality and value diversity.

DUTIES AND RESPONSIBILITIES OF THE POST:

- Maintain all communal areas to a high standard of cleanliness, hygiene, and safety, ensuring they remain welcoming, hazard-free environments for residents and visitors.
- Prepare accommodation units within the main refuge and dispersed properties for new residents, including clearing, cleaning, inventory checks, arranging replacements, reporting repairs, coordinating decoration work where required, and completing all set-up tasks within agreed timescales.
- Conduct fortnightly inspections of all refuge accommodation, including dispersed properties, ensuring health and safety standards are met and that furniture, appliances, and fixtures are in good working order and maintained to an acceptable standard of cleanliness and repair.

- To work closely with the Accommodation Services Team Leader to ensure all weekly and monthly health and safety compliance checks are completed, undertake Fire Marshall duties where required, and coordinate and record regular fire drills.
- Maintain accurate and up-to-date records of health and safety checks, inspections, reports, and action plans.
- Undertake general reception and administrative duties, including responding to telephone calls, greeting visitors, and answering the door.
- Monitor stock levels and arrange the timely ordering of supplies, including cleaning products, bedding, furniture, kitchen equipment, and white goods, maintaining accurate records and communicating effectively with the wider team.
- Ensure storage areas are well organised, clean, secure, and compliant with health and safety requirements.
- Work collaboratively with the team to plan and coordinate property turnaround activities, ensuring tasks are clearly communicated, recorded, and completed efficiently to minimise void periods.
- Demonstrate flexibility in working practices to support the effective delivery of high-quality services to women and children accessing refuge accommodation.
- Maintain strict confidentiality and uphold data protection requirements at all times.
- Effectively plan, organise, and manage workload, ensuring priority tasks are completed within required timescales.
- Source and liaise with local trades to carry out maintenance work and repairs at the dispersed properties as required.
- Attend and contribute to team meetings, service meetings, training sessions, and other organisational activities as required, supporting the achievement of organisational objectives.

Variation Clause

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed regularly and may need to be revised according to the priorities of current workload with the agreement of the Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

It is in the nature of the work of Staffordshire Women's Aid that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work.

Please be aware that you will be required to undertake a DBS check and may be required to undertake additional security checks to work in some settings.

A full driving licence and access to a vehicle are essential requirements, as the role involves travel across Staffordshire.

General Information and Conditions of Service

- 28 days holiday per year, plus statutory holidays pro rata to working hours
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme.
- Overtime is unpaid; time off in lieu is to be taken in consultation with line manager

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PERSON SPECIFICATION

Criteria:		Essential	Desirable
Experience:	Experience of, or willing to undertake training in, Health and Safety. Including undertaking and recording regular H&S checks and responding to identified problems or issues as they arise.	✓	
	Ability to be a valuable team member, whilst being able to lone work and take responsibility for specific duties.	✓	
	Experience of working for a charity or in the third sector.		✓
	Experience of working in a setting where vulnerable people live.		✓
	Experience of domestic and/or commercial cleaning	✓	
Knowledge & Understanding:	Understanding of the risks to victims of domestic violence and sexual violence living in refuge and the trauma they have, or may still be, experiencing.	✓	
	Knowledge of and agreement with Staffordshire Women's Aid aims and principles.	✓	
	A commitment to equality and diversity in the workplace.	✓	
	Willingness to achieve high standards of safety and support.	✓	
	A strong understanding of the need for confidentiality in order to keep the refuge and the residents safe.	✓	
	Willingness to attend domestic violence and sexual violence awareness training.	✓	
	Knowledge and understanding of safe cleaning methods	✓	
Skills:	Good practical skills for identifying, reporting and monitoring of maintenance requirements, including emergency repairs.	✓	
	Firm grasp of general cleaning methods and techniques	✓	
	Good range of DIY skills.		✓
	Proficient use of different types of cleaning equipment	✓	
	Good communication and literacy skills.	✓	

	Sense of humor.		✓
	Good organisational skills	✓	
	Flexible approach.	✓	
	Clean and full driving licence and access to own vehicle.	✓	
	Physically fit as the role involves lifting and labour-intensive work.	✓	