

YMCA HUMBER

Job Title	Evening Housekeeper
Location	This role will be based at 21 Freeman Street, contributing towards the maintenance of excellent standards of hygiene and housekeeping throughout YMCA Humber facilities.
Job Purpose Statement	<p>The role of Housekeeper is a vital one for the YMCA as it is imperative that our facilities are maintained to a very high standard. The work of our caretaking and housekeeping team impacts on every person who uses our facilities and, as such, it is extremely important to have a keen eye for detail, extremely high personal standards, and a commitment to giving excellent customer-service.</p> <p>The YMCA Housekeeper role has practical responsibility for ensuring the cleanliness of all of areas of the building (inside and outside) and with a specific focus on communal areas which are accessible to the public and staff (café, conference areas, gym, laundry, meeting rooms, offices, and toilets / showers etc), under the guidance and supervision of the Head of Operations.</p> <p><u>Main Duties will include:</u></p> <ul style="list-style-type: none">• Completion of a schedule of cleaning (as provided) to a high standard, making efficient use of equipment and materials.• Provide timely stock information and orders for required cleaning materials.• Ensure refuse collection dates and times are utilised effectively for the collection of waste.• Ensuring the laundry is carried out efficiently and effectively.• Complete all tasks in a safe manner, being aware of and taking appropriate steps to minimise all risks to self and others and with due regard to COSHH etc.• Check for and report any incidents of damage to reception promptly and take necessary steps to isolate any risks to others.• Grant access to nominated tradespeople and people / organisations with bookings as required and supervise as instructed.• Support when accommodation rooms become vacant emptying rooms of belongings, clearing, and cleaning all areas, and undertake deep cleaning following a set programme.• To always achieve the highest standards of hygiene and cleanliness, whilst observing Health & Safety laws and regulations and YMCA Humber procedures.• To always maintain professional boundaries especially when working in resident rooms and communal areas, and to work to a fluid rota to meet the needs of the organisation.



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Internal Relationships	<p>This role requires relationships across the Association with key areas being:</p> <ul style="list-style-type: none"> All staff groups.
External Relationships	<p>There may be contact with residents and members of the public who make use of our communal, residential and community areas.</p>
Accountabilities	<p>Communications and Relationships</p> <ul style="list-style-type: none"> Escalate issues to line manager when unable to resolve. Complete detailed handover to ensure work outstanding work is highlighted. Inform Head of Operations when materials require replenishment so appropriate orders can be placed. <p>Financial</p> <ul style="list-style-type: none"> Ensure any spending is approved by the relevant person as outlined within the Association's financial policies. <p>Information systems</p> <ul style="list-style-type: none"> Use internal YMCA Humber IT systems to support day to day delivery of the role. Maintain records of works or inspections completed, as required. Be fully conversant with the internal maintenance logging and recording system. <p>HR and Training</p> <ul style="list-style-type: none"> There are no line management accountabilities for this role. Attend regular 1;1's and team meetings with your line manager. Undertake training to carry out role and enhance skills required within role. Take active lead in personal development activities to enhance role performance <p>Policies and strategies</p> <p>Ensure your working practice complies with all the association's policies and procedures. These policies include, but are not exclusive to:</p> <ul style="list-style-type: none"> Professional Boundaries Policy Health and Safety Policy COSHH (Control of Substances Hazardous to Health) <p>Planning and Organisation</p> <ul style="list-style-type: none"> There is a requirement for the post holder to independently prioritise tasks and work requirements. Where required escalate to line manager for a decision on how to proceed. Carry out routine tasks in accordance with appropriate work instructions.
Freedom to act and decision making and analytical skills	<p>The post holder only has the authority to act in line with the policies and procedures set out by the Association. Judgements involving facts or situations, some of which require analysis and problem solving.</p>



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Safeguarding and confidentiality	Ensuring any potential safeguarding issues are highlighted, actioned and/or reported as soon as possible and all client information remains confidential and is processed in accordance with the General Data Protection Regulations 2018.
Emotional effort	Due to the nature of the residents, this role will encounter residents who have varied and complex needs. The post holder has no requirement to deal with issues but may need to locate an appropriate member of staff to deal with any immediate issues.
Other requirements	<ul style="list-style-type: none">• Undertake any other duties as may from time to time be required which are commensurate with the post.• Conduct yourself in line with the general standards of conduct and behaviour which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers.• A willingness to work to a variety of shifts.• Commitment to the YMCA Humber vision, values, and Christian ethos.
Scale and Impact	<ul style="list-style-type: none">• Our Housekeepers work impacts upon everyone who passes through our doors. As such, it is extremely important to have a keen eye for detail, extremely high personal standards, and a commitment to giving excellent customer-service.

Experience required for the role.

<u>Essential Experience</u>	<u>Desirable Experience</u>
<ul style="list-style-type: none">• A clear understanding of Health and Safety.• Ability to apply practical terms of the role.• Understanding of the materials used.• Experience in use of cleaning chemicals.• Ability to manage time effectively.• Ability to work with minimum supervision.• Flexibility in hours and role requirements.	<ul style="list-style-type: none">• Experience in a similar role.• Recognised First Aid Qualifications• Understanding of HSE requirements.

Role Requirements.

Due to the nature of the role all Housekeeping and Caretaking Staff will require an Enhanced Disclosure and Barring Check (DBS) which is provided by the YMCA Humber.



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