

Role	Domestic Assistant	Department	Assets and Property
Reports to	Maintenance Lead	Contract Type	Contracted Hourly

### Job Summary

This role is responsible for maintaining the highest standards of cleanliness and hygiene across YMCA facilities, with a particular focus on communal areas used by staff and the public. Carrying out daily cleaning tasks, ensuring safe use of cleaning materials and equipment. Management of laundry and waste collection, supporting deep cleans of accommodation units all of which align to health and safety regulations, and a professional approach when working in public-facing areas.

Key Responsibilities	
Cleaning and Hygiene	<ul style="list-style-type: none"><li>Carry out daily cleaning across YMCA facilities, focusing on communal and public areas.</li><li>Complete deep cleans of accommodation rooms when they become vacant.</li><li>Ensure all tasks are completed to the highest hygiene and cleanliness standards.</li></ul>
Laundry and Waste Management	<ul style="list-style-type: none"><li>Manage laundry services efficiently and effectively.</li><li>Ensure refuse collection is completed in line with schedules.</li></ul>
Stock and Equipment	<ul style="list-style-type: none"><li>Monitor and request cleaning supplies in a timely manner.</li><li>Make efficient use of cleaning equipment and materials.</li><li>Keep accurate records where required (e.g., cleaning schedules, incident reports, stock use).</li></ul>
Health, Safety & Standards	<ul style="list-style-type: none"><li>Work in compliance with COSHH regulations and YMCA Humber health &amp; safety procedures.</li><li>Take appropriate steps to minimise risks to self, staff, and the public.</li><li>Report damage or hazards promptly and isolate risks where necessary.</li></ul>
Customer Service Focus	<ul style="list-style-type: none"><li>Ensure YMCA communal spaces remain welcoming and presentable for residents, staff, and visitors.</li><li>Uphold YMCA values by providing a safe, clean, and respectful environment for all.</li></ul>
Teamwork & Collaboration	<ul style="list-style-type: none"><li>This role requires external relationships with contractors, tradespeople, facility and compliance providers. In addition to providers contact with emergency and call out services is essential.</li></ul>
Working Pattern	<ul style="list-style-type: none"><li>Adapt to changing priorities and respond to urgent cleaning or maintenance needs as they arise.</li><li>Work across different YMCA sites or areas when required.</li><li>Carry out additional duties that support smooth running of the facilities.</li><li>Ability to adjust working hours occasionally to meet the needs of the service.</li></ul>

**Education and Qualifications**

- Training or certification in COSHH and H&S
- Safeguarding Adults Level 2 & Equality and Diversity
- Full Driving Licence (travel between sites essential)

**Skills and Competencies**

- Housekeeping, facilities and communal cleaning.
- Familiarity with Health and Safety processes.
- Ability to clean and maintain equipment.

**Accountabilities**

**Communication & Relationships**

- Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA.
- Ensure professional administration of all aspects of work are undertaken in a timely manner.
- Ongoing communications with department managers and leads when required.
- Promote an open and inclusive working style.

**Information Services**

- Use internal YMCA Humber Information Technology systems to support day to day delivery of your role.
- Maintain accurate records and data on organisational databases.
- Ensure Mandatory GDPR Training requirements are met on an annual basis.
- Where role requires, access and implement online external sites so as to process different admin requirements.

**Training & Development**

- Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager.
- Undertake mandatory training courses in line with YMCA Humber requirements.
- Undertake job specific training which will enable you to carry out your role and enhance your skills.
- Take an active lead in personal development activities to enable you to develop within your role.

**Policies & Strategies**

- Ensure your working practice complies with all YMCA Humber policies and procedures.
- Ensure you have read and consented to all mandatory policies during your probationary period.
- Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness.
- Awareness of the current Values and Strategies of the organisation.

**Planning & Organisation**

- Ability to plan own work schedule to support departmental targets.
- Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks.
- Ability to work within the remit of the daily timetable and ensure day to day workload is completed.
- Ability to adjust methods and plans based on business needs.

**Safeguarding & Confidentiality**

- Ensure effective safeguarding process are on place are adhered to at all times.
- Highlight any potential safeguarding issues, actioning where appropriate.
- Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need.
- Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.

**Conduct & Behaviour**

- Conduct yourself in line with the general standards of conduct and behaviour.
- Have awareness of risk, health & safety at work and data protection requirements.
- Embrace the cultural diversity and beliefs of colleagues and service users.
- Operate in a professional and inclusive way through all aspects of your role.

**Other Requirements**

- Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation.
- Undertake any other duties as may, from time to time, be required which are commensurate with the post.
- A willingness to work to a variety of hours including evenings, weekends and bank holidays.
- Commitment to the YMCA Humber Vision, Values and Christian Ethos.