

Job Title	Housekeeper
Department/Location:	Yeldall Manor (Facilities Team)
Grade:	Scale Point 20 - 22
Hours:	60% - 24 hours per week (timings to be agreed)
Salary Range:	£27,177 - £28,862 pro rata subject to confirmation
Reporting to:	Facilities Manager
Responsible for:	N/A
Key Relationships:	Residents, other staff, suppliers
Date last updated:	March 2026

MAIN PURPOSE OF JOB:

- To oversee the cleanliness and comfort of Yeldall Manor making it as homely as possible for the benefit of the residents (plus staff and visitors)
- To assist in the rehabilitation of residents at Yeldall Manor as part of the staff team.
- To ensure adherence to the agreed Vision, Mission and Values of the organisation, including ensuring that the Christian ethos and culture is maintained.

MAIN TASKS OF THE JOB:

To ensure a high standard of cleanliness and homeliness throughout the house:

- To supervise and train all residents in cleaning requirements and standards including checking standard of cleaning carried out
- To train and supervise the allocated resident Housekeepers, and provide meaningful and appropriate work for them
- To plan the work for both the resident Housekeepers and other residents as appropriate. To provide daily cleaning lists and rotas, and keep records of them as appropriate
- To be responsible for keeping the home well-equipped with relevant furnishings, including carpets and curtains; deciding whether to accept furniture donations and, if so, arranging for collection and arranging disposal of redundant items
- To purchase, store and control all furniture, bedding and cleaning products within the constraints of agreed budgets
- To be responsible throughout the day for all aspects of tidiness, cleanliness/hygiene and related Health and Safety in the main house, annexe and immediate vicinity, and keep written records of these areas
- To identify repairs needed on household items, report to maintenance staff or, if appropriate, carry out minor repairs yourself
- To schedule and oversee the laundry operations
- To prepare the bedrooms for new residents, guests and volunteers including welcome pack. Keep the residents' room plan up to date, liaising with Recovery Workers about room allocations for new residents
- To bag up and storing ex residents' clothes and possessions, liaising with them regarding their collection
- To redistribute any unclaimed clothes and clothing donations
- To oversee the cleanliness of the Lodge resettlement accommodation, working with the residents to ensure standards are maintained
- To liaise with Recovery Workers and Facilities Team regarding bedding and other requirements for Lodge residents

OTHER DUTIES:

- To implement the programme for the benefit and well-being of all residents
- To offer a high level of care and support to all residents during their time at Yeldall Manor, maintaining appropriate professional conduct and boundaries at all times
- If appropriate, to be able to cover cooking duties on an occasional basis (this is preferred, but not an essential part of the role)
- To uphold at all times the Christian values and ethos of Yeldall in all dealings both internally and externally
- To participate in the Christian life of the organisation including participation in and shared leadership of corporate time of Christian prayer/worship (e.g. staff prayer meetings, weekly Fellowship meetings, quarterly Celebrations, annual Open Day)
- To support residents on the Yeldall programmes by interacting with them and encouraging them in their recovery and spiritual growth. To be willing to share your faith with residents and to pray for them if requested.
- To ensure that Yeldall Diversity (Equal Opportunities) Policy is adhered to at all times in respect of both residents and co-workers
- To contribute to the overall running of the Yeldall Manor programme as required and as commensurate with your role
- To attend and participate in regular staff meetings, management supervision sessions, in-house and external training courses as required
- Any other task, as directed, commensurate with the grade of the post

Working conditions:

- This is a part-time permanent post, 24 hours per week (timings to be agreed)
- 25 days' annual leave per year (pro-rata), plus Bank Holidays, rising to 30 days after three years' continuous service
- Pension in line with government auto-enrolment legislation

Person Specification

Job Title: Housekeeper

QUALIFICATIONS & EXPERIENCE	ESSENTIAL	DESIRABLE
Computer-literate with a working knowledge of Microsoft 365 (Word, Excel etc)	*	
Good working knowledge of housekeeping skills	*	
Qualification in Housekeeping or similar		*
Experience in catering & willingness to cover occasional kitchen shifts		*
KNOWLEDGE, SKILLS & ABILITIES		
Physically able to work in a busy residential house	*	
Ability to work within a team and independently	*	
Ability to set boundaries, challenge appropriately and to manage conflict positively and constructively	*	
Ability to plan and prioritise your own workload, including setting and meeting deadlines	*	
Understanding of issues faced by those recovering from addiction		*
Ability to deal patiently, sensitively and in a non-patronising way with all people e.g. service-users, staff, volunteers and stakeholders	*	
Good oral communication skills, able to communicate on a one-to-one basis and with groups (staff and residents)	*	
Demonstrate a good working knowledge of Health and Safety issues as they relate to the post	*	
OTHER REQUIREMENTS		
Current driving licence (able to take residents to appointments / collect items etc.)		*
Demonstrated commitment to the Christian faith and able to support the Yeldall Basis of Faith, Ethos Statement and values	*	
A committed Christian faith with the ability to encourage others in their Christian walk	*	
Demonstrated commitment to upholding and promoting equal opportunities	*	