JOB DESCRIPTION

Job Title	Housekeeper
Job Reference Number	YT2620
Closing Date	Monday 11 May 2026
Interview Date	Monday 18 May 2026
Location	Rochdale Leisure Centre
Pay Band	Band 2, £25,949 (pro-rate for part time) / £13.45 per hour
Hours of Work	Various part time hours available from 5:30am – Monday to Friday
Accountable To	Senior Housekeeper
Accountable For	Not Applicable
Special Conditions	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

1. PURPOSE OF THE JOB

The purpose of the job is to provide a professional, efficient and high quality service to customers of Your Trust. This includes undertaking, individually or as part of a team all cleaning and housekeeping duties for the building, covering indoor and outdoor areas.

2. DUTIES AND RESPONSIBILITIES

a) To use cleaning equipment provided in a safe and competent manner such as vacuum cleaners; scrubbing/buffing machines; carpet/upholstery cleaning equipment; electrical machinery and specialist ancillary equipment etc;

b) To clean and be responsive to housekeeping issues in all areas within the Centre and any associated buildings;

c) To be aware of safe working practices and the importance of COSHH regulations in connection with cleaning and housekeeping duties;

d) To identify and develop additional cleaning procedures and methods as required;

e) To undertake light portage duties and receive deliveries as required;

f) To be able to work without direct supervision to fulfil job tasks within deadlines to an acceptable standard;

g) To be polite, friendly, courteous and helpful at all times in Line with our Customer Care Charter and deal with basic enquiries from customers and members of the public appropriately;

h) To undertake other such duties and responsibilities of an equivalent nature as may be determined by your Line Manager including providing cover as necessary in the absence of staff;

i) To work at other Your Trust venues as required to which advance notice and training will be provided if required;

j) To use appropriate Personal Protective Equipment as required by the activity as well as wear the Your Trust issued uniform and ID badge at all times and to ensure the uniform is kept presentable.

3. ADDITIONAL DUTIES

a) Data Quality - To ensure that Your Trust policy and procedures in respect of GDPR and Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.

b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.

c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.

d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.

e) Relationships - To promote positive working relationships with all internal and external parties ensuring adherence to the Customer Charter and Staff Code of Conduct.

f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

Note to Applicants
The **Essential (E)** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable (D)** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **Identified By** column says **Application Form (A)** you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education. If the column says **Interview (I)** this will be discussed at this stage.

Qualifications and Experience	Essential / Desirable	Identified By
Qualified to Level 1 in Housekeeping, Cleaning or similar	D	A/I
Experience of working in housekeeping or cleaning	D	A/I
Experience of working in a customer facing environment	D	A/I

Skills and Knowledge	Essential / Desirable	Identified By
Ability to develop positive relationships with stakeholders, partners and members of the public	E	A/I
Ability to follow laid down procedures, work under pressure and without constant supervision	E	A/I
Ability to work within a team with common objectives	E	A/I
Effective communication skills and the ability to deal with members of the public	E	A/I
Excellent time management skills	E	A/I
Experience of building operations eg fire drills, alarm operation, security and general maintenance	D	A/I
Awareness of health & safety	D	A/I

Special Working Conditions	Essential / Desirable	Identified By
Able to work flexibly including evenings, weekends and Bank Holidays	E	A/I
Demonstrate commitment to Your Trust Values of Care, People Focused, Inclusive and Excellence	E	A/I
High standards of personal presentation and appearance	E	A/I
Be willing to wear appropriate staff uniform/PPE	E	A/I
Full UK driving licence or ability to travel around the Borough	D	A/I

Post Holder Name	
Post Holder Signature	
Date	

Version: July 2022
Completed By: Director of Operations