

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Housekeeping Assistant

Safeguarding and Wellbeing, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To be an essential part of a team of people in a service for vulnerable adults who require care and support. To deliver a housekeeping service for the people we support to live in a comfortable, well maintained and homely environment.

## **Accountable to:**

This role is accountable to the Team Manager.

## **Responsibilities:**

1. To carry out a range of housekeeping duties that may include cleaning, laundry and other domestic duties, as required. These may be in any area of the building, for example communal areas or private. To ensure that the housekeeping service provided meets a high standard of cleanliness and hygiene in the building(s) in which you work, using the appropriate cleaning equipment, methods and products.
2. To provide a high level of laundering service ensuring customers' personal belongings are care for and returned safely and in good repair.
3. To ensure customers' personal living areas are treated with respect and understanding of the person's wishes and choices. To always be mindful of treating customers with kindness, respect and compassion, that helps foster a feeling of happiness and contentment for customers in their home or place they visit.
4. To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons. To follow, at all times, relevant Health and Safety procedures, for example Infection Control when dealing with spillages or incidents involving bodily fluids.
5. To report, in a timely manner, any low stock or faulty equipment to the manager on duty.
6. To comply with WNC Policies and Procedures and any relevant legislative requirements appropriate to the role.
7. Carry out any other duties which fall within the broad scope and purpose of this job description and which are commensurate with the grade of the post.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Willingness to undertake all training relevant to the role	Essential	A, I
Excellent verbal communication skills, even tempered and patient with customers	Essential	A, I
Ability to positively represent WNC to customers and their families and provide excellent customer service	Essential	A, I
Ability to display empathy, kindness, respect and compassion, and to build relationships with those we support and those around them	Essential	A, I
Ability to maintain straightforward, clear and concise records	Essential	A, I
Ability to cope under pressure and adaptable to change	Essential	A, I
Ability to work to Health and Safety policies and procedures and COSHH regulations	Essential	A, I
Ability to work flexibly, e.g. evenings, weekends, bank holidays to meet the needs of the service and its customers	Essential	A, I
Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of basic health, safety and hygiene standards	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience in a similar role	Essential	A, I
Previous experience or demonstrate the ability to use industrial cleaning tools and equipment	Essential	A, I
Previous experience of working within a team as well as individually	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Achieved a basic level of education and must be able to understand and act on instructions given under supervision or when working without direct supervision.	Essential	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:** Enhanced Disclosure and Barring Service check

## Day-to-day in the role:

<b>Hours:</b>		<b>Primary work base:</b>	
<b>Job family band:</b>	Operations and Infrastructure Band 01	<b>Worker type:</b>	Fixed
<b>Salary range:</b>		<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

Involves manual /physical duties, Varied shift patterns .

We are open to discussions about flexible working.

The role is located in a fixed place of work/building.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
  - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
  - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
  - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

