



APPLICANT INFORMATION PACK

Housekeeper

Enclosed:

Introduction

Job Description

Personnel Specification

Guidance Notes

Introduction

Thank you for your interest in applying for this position with Ark Housing.

Please use the information provided to assist you in completing your application. Should you require any further assistance please contact us directly and we will be pleased to assist you.

General Information

Ark Housing Association is a registered Housing Association with the Department for Communities (DfC) and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969.

Ark Housing provides social housing accommodation for rent to those in housing need. We provide accommodation throughout Northern Ireland for families, elderly people, those with disabilities, singles, and others in housing need. We also provide family homeless services providing temporary accommodation and support services for a wide range of client needs in partnership with the Housing Executive, Social Services, and other partner organisations.

Our Vision

Making a positive difference by empowering people and communities

Our Mission

In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities

Our Values

Progressive	Forward thinking, supporting change & transformational
Respect	Treat everyone with dignity and esteem
Integrity	Maintain the highest professional and personal standards
Diversity & Equality	Value diversity and equality in everything we do
Excellence	Strive to deliver the highest standards of quality and customer care

JOB DESCRIPTION

JOB TITLE:	Housekeeper
LOCATION:	Family Homeless Centre, Belfast
ACCOUNTABLE TO:	Team Leader and Homeless Services Manager
RESPONSIBLE FOR:	Not Applicable

JOB PURPOSE:

To ensure the delivery of a comprehensive and high-quality housekeeping and domestic cleaning support service within a residential environment including the provision of general laundry services and the preparation of apartments for new lettings.

MAIN TASKS:

Providing Quality Cleaning and House Keeping Services

To carry out domestic cleaning services to all communal areas, offices, staff resources, grounds and individual apartments including, dusting, polishing, washing, cleaning, sanitising of all areas as specified in the works schedule.

To provide a laundry service for all communal laundry requirements including, resident's apartments, staff resource and communal facilities as required

To ensure that all surfaces, windows (as appropriate), fixtures, fittings, furnishings, appliances, and other such items are in clean and serviceable conditions acceptable to the standards applied by Ark Housing

To ensure that all equipment, supplies, cleaning materials, and other such items are maintained, used, and stored appropriately for use and in accordance with any Health & Safety Regulations or other legislative requirements

To maintain all sanitary ware, surfaces, floors, in a clean condition and ensure that they are to the standards acceptable to Ark Housing

To ensure that all domestic refuse containers are emptied and collected and that all container bays are cleaned and maintained as required

To ensure that all apartments have adequate supplies of linen, bedding, utensils, and other equipment as necessary

To maintain appropriate records relating to domestic cleaning and housekeeping duties and functions, including supplies, equipment, materials, and other such items

To arrange for the timely ordering and delivery of replacement supplies, materials, and equipment as necessary

Quality Assurance

You shall contribute to the development of service improvement within the Housekeeping and Domestic Services, through the promotion of Best Practices, innovations, and ideas

You shall ensure that the standards of domestic services provided are in keeping with the standards set by and acceptable to, Ark Housing

To adhere to Ark Housing's Code of Conduct in the performance of your duties

To ensure adherence to the policies and procedures of Ark Housing in respect of all relevant legislation, including health & safety regulations, customer care and Ark Housing's standards of service, to ensure a caring and safe environment is maintained

Representation

To represent Ark Housing at meetings, training sessions, or other such events, in a positive and effective way

Ensure the professional representation of Ark Housing at all times

Communication

To ensure that you communicate effectively with colleagues

That you ensure confidentiality is maintained at all times

Any Other Duties

The nature of this post is such that this Job Description cannot be prescriptive. It is a requirement that the post holder will demonstrate a high level of flexibility and responsiveness to changing circumstances and work demands of the service. The post holder will be expected to carry out any other duties as directed, which are considered reasonable and in accordance with the general duties and responsibilities of this post. Ark Housing shall reserve the right to adjust or amend any Schedules of Work, manner, nature, or type of such work and how it is carried out, associated with this post.

WORKING ENVIRONMENT:

House Keeping staff shall normally be required to work at our Family Homeless Centres. However, because of the nature of the service, staff maybe required from time to time, to work in other locations depending on service demands

HOURS:

Hours would normally be 20 per week, part-time during office hours. The Post holder will be required to work on a rota basis to provide daily cover on weekdays and subject to rota requirements, weekends.

HOLIDAYS:

Holidays would normally be 22 days per annum rising to 27 days after five years continuous service, and 32 days after 10 years' service (pro rata).

Plus 13 customary holidays per year.

PERSONAL SPECIFICATION:

Position: Housekeeper

Date: August 2022

CRITERIA	ESSENTIAL	DESIRABLE
Relevant Experience	1 years' experience providing cleaning or housekeeping services within a similar environment	2 years' experience providing cleaning or housekeeping services within a similar environment
Skills & Abilities	<p>Be able to demonstrate ability to work as part of a team</p> <p>Demonstrate ICT ability and working knowledge of Microsoft office packages</p> <p>Have effective interpersonal communication skills</p> <p>Be able to deal with customers in a confidential and non-judgemental manner</p> <p>Be able to plan, organise and prioritise your work</p>	
CORE COMPETENCIES		
Customer Focus	Treats all customers with respect and responds to all customer enquiries promptly, efficiently and confidentially	Establishes high expectations of customer services to improve service performance
Team Working	<p>Have a clear understanding of team goals and objectives.</p> <p>Treats all team members with respect</p> <p>Have a 'can do' attitude to achieving team objectives</p>	
Equality, Diversity & Good Relations	<p>Is committed to equality, diversity and good relations</p> <p>Is compliant with the requirements of the organisation's equality scheme</p>	<p>Demonstrates a willingness to understand the impact of equality, diversity & good relations on customer services</p> <p>Receptive to new ideas and differences</p>

GUIDANCE NOTES

It is important that you read these notes carefully before you attempt to complete the application form so, please take a few minutes to read the information in this pack which will guide you throughout the process.

Job Description and Personnel Specification

The Job Description and Personnel Specification will assist you in deciding whether you meet the essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification. You should use the job description and personnel specification to help you consider your relevant experience, training and skills and ensure that you highlight them when completing the experience & training section of the application.

Short Listing Candidates

Candidates will be selected solely on the information provided in this application form and you should ensure that you answer all sections fully and provide the information requested in all sections of the application form.

CVs are not acceptable, and your application will not be registered if you submit a CV.

Confidential Equality Form

You should ensure that you complete the Equality Form and return it in a separate envelope addressed to the Equality Officer and marked Private & Confidential or by email along with your completed application form to: recruitment@arkhousing.co.uk

Supporting Documents

Documentary evidence will be required if you are short listed to attend for interview. This will include photographic identification e.g. passport, driving licence or other form of acceptable ID.

Copies of your educational qualifications, professional membership and any other documents required to support your application may also be required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be originals.

Disclosure of Criminal Records

All applicants must complete this section fully. Where criminal convictions are disclosed, details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all persons being considered for employment with the Association through the Access NI scheme.

Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the General Data Protection Regulations.

Equality of Opportunity

Ark Housing is an Equal Opportunities Employer, and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. This may include the provision of translation service, alternative format for the documents or arrangements to facilitate a specific disability. If you require such assistance, please contact Annemarie Carleton at this office on Tel: 028 90 752310 or Email: recruitment@arkhousing.co.uk

Equality Monitoring

To comply with our obligations under Equal Opportunities and Fair Employment legislation, we are required to monitor our recruitment exercises to ensure that our recruitment policies and procedures are effective. All applicants are required to complete the Equal Opportunities Form associated with this application and to return it to the Monitoring Officer.

General Points

- The application form, if completed by hand, should be completed in BLACK INK and must be legible. The application may also be completed electronically and emailed to recruitment@arkhousing.co.uk
- When completed you should read through your application again to check that you have fully completed all sections.
- If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that late applications WILL NOT BE ACCEPTED
- Pay attention to the Applicant Declaration and ensure that you have signed and dated the application form.
- Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful and you are short listed for interview.
- Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.
- Canvassing on behalf of your application will disqualify your application.