

**Job Title:** Residential Housekeeping Support Worker

**Team:** Residential Living

**Reports to:** Deputy Manager (Residential Living)

**Day-to-day Supervision:** Senior Support Worker

**Location:** This is an on-site role working within our Residential Living service at our beautiful rural site in the village of Market Overton, Rutland.

**Job Type:** Part-Time: 25 Hours per week

**Salary:** £12.95 per hour (Pay Point: 1) £16,880 per annum

**Hours:** This role is 25 hours per week, Monday to Friday, from 7:30am to 12:30pm.

The working day begins by supporting residents with their morning routines, then transitions to housekeeping duties in the allocated residential homes and the preparation of our on-site holiday lodges for arriving guests. Occasional flexibility may be required to support operational priorities, holiday cover or Lodge Trust events.

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## About Us

The Lodge Trust CIO is a Christian charity based in Market Overton, Rutland, providing supported living, residential care, day opportunities and work-based activities for adults with learning disabilities. Our mission is to create a community where people are valued, encouraged and empowered to live life to the full.

Our 20-acre rural site includes homes, workshops, a café, gardens, woodland and holiday lodges. Rooted in Christian values of compassion, respect and kindness, we seek to create a welcoming community where dignity, independence and personal growth are encouraged.

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## Role Purpose

The purpose of this role is to provide compassionate morning support to residents whilst maintaining exceptional housekeeping standards across allocated residential homes and preparing our holiday lodges to an outstanding standard for guests.

Working as part of the Residential Living Team, the postholder will support residents with getting up, personal care where required, dressing and breakfast routines before ensuring homes remain clean, safe, welcoming and comfortable throughout the day.

The role combines person-centred support with professional housekeeping and hospitality, helping residents enjoy a positive start to each day whilst creating homes and guest accommodation that promote dignity, wellbeing, comfort and pride. Working alongside Senior Support Workers and Deputy Managers, the postholder will

make an important contribution to delivering safe, effective and well-led services in line with The Lodge Trust's Christian values.

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## **Key Responsibilities and Duties**

### **1. Morning Resident Support**

- Support residents with their morning routines in accordance with individual care plans.
  - Assist residents with getting up, washing, dressing and personal care where required.
  - Support residents with toileting whilst maintaining dignity, privacy and respect.
  - Encourage residents to develop and maintain independence by enabling them to do as much for themselves as possible.
  - Prepare and support residents with breakfast and morning routines.
  - Build positive, caring relationships with residents, promoting wellbeing and choice.
  - Observe and promptly report any concerns regarding residents' health, well-being, or changing support needs.
  - Maintain effective communication and handover with Senior Support Workers and the wider Residential Living Team.
  - Promote the Christian ethos and values of The Lodge Trust through compassionate and respectful support.
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### **2. Residential Housekeeping**

- Maintain allocated residential homes to exceptionally high standards of cleanliness, hygiene and presentation.
  - Clean bedrooms, bathrooms, kitchens, lounges, dining rooms and communal areas.
  - Carry out scheduled deep cleaning programmes.
  - Vacuum, mop, dust, polish, and sanitise all allocated areas using approved cleaning methods.
  - Make beds and maintain residents' bedrooms to agreed standards where appropriate.
  - Complete laundry duties including washing, drying, ironing and storing residents' clothing and household linen.
  - Ensure cleaning schedules are completed accurately and consistently.
  - Monitor and replenish cleaning materials, toiletries and housekeeping consumables.
  - Maintain all cleaning equipment in good working order and store equipment safely in accordance with COSHH requirements.
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### **3. Holiday Lodge Preparation**

- Take responsibility for the complete changeover of The Lodge Trust's holiday lodges between guest bookings.
  - Prepare holiday lodges to an exceptional hospitality standard, ready for arriving guests.
  - Thoroughly clean kitchens, bathrooms, bedrooms and living areas.
  - Make beds and replace all bedding and towels.
  - Replenish toiletries, welcome packs and housekeeping supplies.
  - Check that all furniture, equipment and appliances are clean, presentable and operational.
  - Identify and promptly report maintenance issues, damage or missing items.
  - Ensure all lodge changeovers are completed within agreed timescales.
  - Help maintain the excellent reputation of The Lodge Trust by ensuring guests receive accommodation of the highest standard.
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#### **4. Creating Safe, Welcoming Homes**

- Help create homes that are warm, welcoming, comfortable and safe for residents and visitors.
  - Ensure all areas remain clean, uncluttered and free from avoidable hazards.
  - Report maintenance issues and repairs promptly.
  - Support infection prevention and control procedures at all times.
  - Follow COSHH procedures for the safe storage and use of cleaning chemicals.
  - Support residents to take pride in their home environment where appropriate.
  - Help create environments that reflect The Lodge Trust's commitment to excellence for residents, families and visitors.
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#### **5. Residential Team Working**

- Work as an active member of the Residential Living Team.
  - Receive day-to-day supervision from Senior Support Workers.
  - Work under the leadership and direction of Deputy Managers.
  - Attend team meetings, handovers, supervisions and training sessions as required.
  - Work collaboratively with colleagues to ensure continuity of support and consistently high housekeeping standards.
  - Support colleagues during periods of annual leave or sickness where appropriate.
  - Maintain professional, positive relationships with residents, families, colleagues and visitors.
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#### **6. Quality, Compliance & Continuous Improvement**

- Work in accordance with The Lodge Trust's policies and procedures.
- Maintain confidentiality and comply with GDPR requirements.

- Work in accordance with safeguarding procedures and immediately report concerns.
- Comply with CQC Fundamental Standards and organisational quality standards.
- Follow Health & Safety, Infection Prevention and Control, Moving & Handling and COSHH procedures.
- Complete all mandatory training and maintain professional competence.
- Participate positively in supervision, appraisal and continuous professional development.
- Contribute to maintaining outstanding standards across Residential Living.

### Person Specification

| Category                          | Essential                                                                                                                                                                                                                                                                                       | Desirable                                                                                                                                                                                                                                    |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Education / Qualifications</b> | <p>Good standard of general education or equivalent experience.</p> <p>Willingness to complete the Care Certificate and all mandatory training.</p>                                                                                                                                             | <p>Level 2 Adult Care qualification (or willingness to work towards).</p> <p>Food Hygiene Certificate.</p> <p>Infection Prevention training.</p> <p>COSHH awareness.</p>                                                                     |
| <b>Experience</b>                 | <p>Experience working in care, housekeeping, hospitality, domestic services or customer service.</p> <p>Experience working as part of a team.</p>                                                                                                                                               | <p>Experience supporting adults with learning disabilities.</p> <p>Experience providing personal care.</p> <p>Experience working within health or social care.</p> <p>Experience in preparing guest accommodation or hotel housekeeping.</p> |
| <b>Skills / Abilities</b>         | <p>Able to provide compassionate personal care whilst maintaining dignity and respect.</p> <p>Excellent housekeeping skills with exceptional attention to detail.</p> <p>Good organisational skills.</p> <p>Excellent communication skills.</p> <p>Able to prioritise workload effectively.</p> | <p>Knowledge of CQC standards.</p> <p>Knowledge of infection prevention and control.</p> <p>Understanding of person-centred care.</p> <p>Knowledge of COSHH and Health &amp; Safety legislation.</p>                                         |

| Category                  | Essential                                                                                                                                                                                                                                                                                                                                                              | Desirable                                                                                                           |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
|                           | <p>Able to work independently and as part of a team.</p> <p>Able to maintain confidentiality.</p> <p>Basic IT skills.</p>                                                                                                                                                                                                                                              |                                                                                                                     |
| <b>Personal Qualities</b> | <p>Warm, caring and approachable.</p> <p>Takes pride in creating beautiful, welcoming homes.</p> <p>Reliable, punctual and trustworthy.</p> <p>Calm under pressure.</p> <p>Flexible and adaptable.</p> <p>Positive attitude.</p> <p>Strong work ethic.</p> <p>Committed to high standards.</p> <p>Supportive of the Christian ethos and values of The Lodge Trust.</p> | <p>An interest in developing a career within adult social care.</p> <p>Hospitality or customer service mindset.</p> |

### Work Schedule

This role is **25 hours per week**, working **Monday to Friday from 7:30am until 12:30pm**.

The first part of each working day focuses on supporting residents with their morning routines before transitioning to housekeeping responsibilities within allocated residential homes and holiday lodge changeovers.

Occasional flexibility may be required to provide holiday cover, support Lodge Trust events or respond to operational priorities.

### Safer Recruitment Statement

The Lodge Trust CIO is committed to safeguarding and promoting the welfare of adults at risk and expects all staff and volunteers to share this commitment. All roles are subject to an Enhanced Disclosure and Barring Service (DBS) check, including the Adults' Barred List, where the post involves regulated activity.

Applicants already registered with the DBS Update Service will be asked to provide their certificate number and consent for an online status check. Employment will also be subject to verification of identity and right to work in the UK, satisfactory references confirming conduct in previous roles (particularly in care or support

settings), and confirmation of qualifications or professional registration where required.

The Lodge Trust CIO follows CQC Regulation 19 (Fit and Proper Persons Employed), Schedule 3 evidence requirements, and Skills for Care safer recruitment guidance to ensure all staff are suitable and safe to work in social care.

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**Line Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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