

Job Title: Housekeeper

Team: Facilities

Reports to: Facilities Manager

Location: This is an on-site role based at The Lodge Trust in Market Overton, Rutland, working principally across our residential homes and holiday accommodation.

Salary: £12.95 per hour (Pay Point: 1) £14,179 per annum

Hours: This role is 21 hours per week,

Monday & Friday: 9:30am–3:30pm

Tuesday–Thursday: 9:30am–12:30pm

The role combines high-quality housekeeping across our residential homes with the preparation of our on-site holiday accommodation. Mondays and Fridays are the designated cabin changeover days; where no changeover is required, the postholder will undertake residential or other agreed housekeeping duties.

Some flexibility may occasionally be required to meet operational priorities, provide holiday cover or support Lodge Trust events.

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.

Role Purpose

The purpose of this role is to provide consistently high standards of housekeeping across The Lodge Trust's residential homes and holiday accommodation, helping to ensure these environments are clean, safe, comfortable and welcoming.

Mondays and Fridays are the designated holiday cabin changeover days, and where changeovers are required these will take priority. At other times, the postholder will undertake housekeeping duties within Residential Living and other agreed areas of the site. This is a housekeeping role and does not include responsibility for personal care or other direct care duties.

Working as part of the Facilities Team and under the direction of the Facilities Manager, the postholder will reflect The Lodge Trust's Christian ethos and values through high standards of service, respect and professionalism.

Key Responsibilities and Duties

1. Residential Housekeeping

- Maintain allocated residential homes and agreed areas to consistently high standards of cleanliness, hygiene and presentation.
- Clean bedrooms, bathrooms, kitchens, lounges, dining rooms and communal areas.
- Empty bins and dispose of waste appropriately.
- Carry out scheduled deep cleaning programmes and additional cleaning tasks as directed.
- Vacuum carpets and clean hard floors; dust, polish and sanitise furniture, fixtures and surfaces using approved cleaning methods.
- Complete laundry duties, including washing, drying, ironing and storing household linen and other items as directed.
- Clean offices, staff rooms and other agreed areas where required.
- Prepare and deep-clean staff accommodation when required.
- Ensure cleaning schedules and required records are completed accurately and consistently.
- Monitor and replenish cleaning materials, toiletries and housekeeping consumables.
- Maintain cleaning equipment in good working order and store equipment and chemicals safely in accordance with COSHH requirements.
- Respect residents' privacy, dignity, personal belongings and home environment while carrying out housekeeping duties.

2. Holiday Cabin Preparation

- On Mondays and Fridays, complete holiday cabin changeovers between guest bookings as the priority where required.
- Prepare holiday cabins to an excellent hospitality standard for arriving guests.
- Thoroughly clean kitchens, bathrooms, bedrooms and living areas.
- Empty bins and dispose of waste appropriately.
- Make beds and replace all bedding and towels.
- Replenish toiletries, welcome packs and housekeeping supplies.
- Check that furniture, equipment and appliances are clean, presentable and operational.
- Identify and promptly report maintenance issues, damage or missing items.
- Complete cabin changeovers efficiently and within agreed timescales.
- Where no cabin changeover is required, undertake residential or other agreed housekeeping duties.

3. Creating Safe, Welcoming Environments

- Help create homes and guest accommodation that are warm, welcoming, comfortable and safe.
- Ensure 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.
- Help create environments that reflect The Lodge Trust's commitment to excellence for residents, families, visitors and guests.

4. Facilities Team Working

- Work under the direction and supervision of the Facilities Manager, liaising with Deputy Managers and Senior Support staff regarding housekeeping priorities within residential homes.
- Attend team meetings, supervisions and training sessions as required.
- Work collaboratively with colleagues to maintain consistently high housekeeping standards.
- Support housekeeping priorities during periods of annual leave, sickness or operational pressure where appropriate.
- Maintain professional, positive relationships with residents, families, colleagues, visitors and guests.

5. 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 any concerns.
- Follow Health & Safety, Infection Prevention and Control and COSHH procedures.
- Complete all mandatory training relevant to the role and maintain professional competence.
- Participate positively in supervision, appraisal and continuous professional development.
- Contribute to maintaining excellent housekeeping and hospitality standards across The Lodge Trust.

Person Specification

Category	Essential	Desirable
Education / Qualifications	Good standard of general education or equivalent experience. Willingness to complete all mandatory training relevant to the role.	Food Hygiene Certificate. Infection Prevention training. COSHH awareness.

Category	Essential	Desirable
Experience	Experience working in housekeeping, hospitality, domestic services, cleaning or customer service. Experience working as part of a team.	Experience working within a care or supported living environment. Experience preparing guest accommodation, holiday lets or hotel rooms.
Skills / Abilities	Excellent housekeeping skills with strong attention to detail. Good organisational skills. Good communication skills. Able to prioritise workload effectively. Able to work independently and as part of a team. Able to maintain confidentiality. Able to work respectfully within residents' homes while maintaining appropriate professional boundaries. Able to work efficiently to meet time-critical cabin changeover deadlines. Uses initiative, exercises sound judgement and knows when to escalate concerns.	Knowledge of infection prevention and control. Knowledge of COSHH and Health & Safety requirements. Basic understanding of safeguarding in an adult social care setting.
Personal Qualities	Warm, respectful and approachable. Takes pride in creating clean, welcoming environments. Reliable, punctual and trustworthy. Flexible and adaptable. Positive, hardworking and committed to high standards. Supportive of the Christian ethos and values of The Lodge Trust.	Hospitality or customer service mindset.

Work Schedule

This role is 21 hours per week: Monday and Friday, 9:30am-3:30pm; Tuesday to Thursday, 9:30am-12:30pm.

Mondays and Fridays are the designated holiday cabin changeover days. Where no changeover is required, these hours will be used for residential or other agreed housekeeping duties.

Some flexibility may occasionally 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. Appropriate pre-employment checks will be undertaken for the role, including a Disclosure and Barring Service (DBS) check at the level legally applicable to the duties of the post.

Employment will also be subject to verification of identity and right to work in the UK, satisfactory references and confirmation of any qualifications required for the role.

The Lodge Trust CIO follows its safer recruitment procedures and relevant regulatory requirements to ensure staff are suitable to work within our adult social care environment.

Line Manager Signature: _____ **Date:** _____

Employee Signature: _____ **Date:** _____
