

YMCA CHESHIRE

HOUSEKEEPER Candidate Pack NOV 2025



Welcome

Thank you for your interest in the position of Customer Service Officer at YMCA Cheshire.

This role is crucial to the work we do in at YMCA Cheshire supporting those at risk of experiencing homelessness.

The full job description is on page 6 of this document.

There is also a person specification on page 7.

The post holder will report directly to the Properties Manager.

This is a **full-time** role working 40hours a week at our Valley Book Campus.

The successful candidate will

- Perform daily cleaning duties, including vacuuming, dusting, mopping, and sanitizing communal areas such as resident lounges, kitchens, bathrooms, office space, meeting rooms and corridors to the highest standard.
- Dispose of waste safely and efficiently, following health and safety guidelines.
- Ensure laundry areas are kept clean and support resident with laundry and home hygiene when required.
- Maintain stock levels and report any shortages to the Properties Manager.
- Identify and report maintenance, defects, faults or repairs which might present a risk to the safety or well-being of resident, visitors and staff promptly.
- Adhere to health and safety regulations, and YMCA's Policies and Procedures, ensuring safe use of cleaning chemicals and using the appropriate cleaning equipment and PPE.
- To identify and report any resident issues.
- Respect the privacy and dignity of residents while carrying out their duties.
- Support a welcoming and positive environment for residents, staff and visitors.

We are passionate and enthusiastic about our work and love an energetic "can do" attitude in staff!

Details about how to apply are at the end of this pack.

If you'd like an informal chat, please call me, Mark Deaville on 07784 358740; otherwise please have a good read through this document, then fill in the application forms and return these by 9:00am on Friday 28th November 2025.

We look forward to hearing from you!

Mark

Mark Deaville
Properties Manager



About us

There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all backgrounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Cheshire.

- We believe everyone should have **a safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our main project in Gresty Road, as well as some flats and houses in the Cheshire.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Cheshire for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- We offer **Mental Health First Aid training** to our staff and volunteers.
- Our services are supported by our **three social enterprises**, the GLO Café, room hire and our Property Maintenance Service.



Our values

We believe that everyone has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in people's lives.
We will foster and nurture this attitude in our work with service users, staff and volunteers

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

Our vision

Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

Our mission

YMCA Cheshire is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

Our faith

Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.



Working at YMCA Cheshire



YMCA Cheshire currently has about 60 staff, 35 volunteers and 9 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit. The programme includes:-

- A full training package
- Free counselling through our Employee Assistance Programme
- Opportunities to attend conferences and visit other projects
- An onsite café with 20% discount for staff and residents.
- Staff room refreshments
- An onsite gym
- A flexible working policy
- Vouchers for long service
- Away days
- Staff meetings to share good news
- Group life cover
- Company sick pay

Job description (Page 1)

JOB PURPOSE

YMCA Cheshire provides supported accommodation for people experiencing or at risk of experiencing homelessness. The housekeeper will maintain and improve the cleanliness of Valley Brook Campus, as part of our service commissioned by Cheshire East Council. The housekeeper will ensure a clean, safe, hygienic and comfortable environment for residents, visitors and employees.

MAIN DUTIES AND RESPONSIBILITIES

- Perform daily cleaning duties, including vacuuming, dusting, mopping, and sanitizing communal areas such as resident lounges, kitchens, bathrooms, office space, meeting rooms and corridors to the highest standard.
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- To identify and report any resident issues.
- Respect the privacy and dignity of residents while carrying out duties.
- Support a welcoming and positive environment for residents, staff, and visitors.

OTHER

- Be fully versed with **safeguarding** to protect each individual from harm in accordance with current safeguarding legislation.
- Ensure **equality, diversity and inclusion** is embedded within service delivery and the wider organisation
- Work according to the **quality standards, policies and procedures** of YMCA Cheshire at all times
- Actively participate in the **supervision and training** process to develop better services and continuous personal development
- Understand, embrace and promote the **values** of the Association, ie "YMCA Cheshire values the unique potential of all people, a can-do approach in our staff and volunteers and the Christian basis of our organisation"
- Undertake such **other duties** as may be reasonably be required

We believe that each person has unique potential and skills to be explored and developed.

We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in the lives of service users.

We will foster and nurture this attitude in our work with service users, staff and volunteers

We believe in the Christian basis and mission of the YMCA.

We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

The Job description is current as at 13th November 2025.

In consultation with the post-holder, it is liable to variation

Person specification

ESSENTIAL

- Previous experience in a cleaning or housekeeping role.
- Understanding of health and safety procedures, including COSHH (Control of Substances Hazardous to Health).
- Ability to work independently and as part of a team.
- Good time management and attention to detail.
- A respectful and compassionate approach to working with residents.
- Strong commitment to maintaining confidentiality and professional boundaries.

DESIRABLE

- Experience of working in care, housing support, homelessness services, or a related field.
- A relevant cleaning or health and safety qualification.
- Knowledge of infection control procedures.
- Experience of working with people with complex needs including challenging behaviour, substance misuse, mental health issues and/or criminal offending backgrounds.
- Knowledge and understanding of safeguarding principles and procedures for vulnerable adults and children.

Key employment terms

- Full-time.
- 40 hours per week.
- Salary £12.61 per hour
- Responsible to Properties Manager.
- Company sick pay
- Pension contribution
- 4 x annual salary Life Assurance
- Health Assured Employee Assistance Programme

YMCA Cheshire is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Cheshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

How to apply

- The closing date for applications is 09:00am on Friday 28th November.
- These should be submitted via the application form on the YMCA Cheshire vacancies page.
- Shortlisted candidates will be interviewed on week commencing 1st December 2025.

