



Role Profile

Housekeeper
People, Adult Services

Role Profile: Housekeeper	Role Profile Number: SBC_12142
Directorate: People, Adult Services	Reporting to: Manager or Senior on Duty
Grade: CFL 1	Date Prepared: August 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

- To provide a cleaning service throughout the care centre.
- To participate in providing a good level of service to all the Service Users.

Key responsibilities and accountabilities:

- The Housekeeper is accountable to the senior officer on duty.
- To clean Service Users rooms and all communal areas.
- To make beds.
- To assist with the washing up in savouries and kitchens.
- To lay tables, to prepare beverages and snacks and to participate in the main kitchen in the preparation of meals as and when required.
- To wear appropriate clothing in accordance with Health Hygiene regulations.
- To work within a seven-day Rota and to work variable flexible hours.
- To maintain professional boundaries in accordance to our policies.

Supplementary Accountabilities

- To attend staff meetings.
- To participate in staff Supervisions and Appraisals.
- To participate in training activities.

Professional

- Detail professional requirements I.e. Developing and maintaining effective relationships and communication with internal and/or external service users, providing expertise and technical assistance in a specialist area.
- Detail any Partnership working requirements – i.e. stakeholders / statutory expectations.

All duties must comply with Health & Safety required COSHH, Hygiene regulations, Fire precautions and Codes of good practice.

Job Scope

Number and types of jobs managed: N/A

Budget Holder: No

Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
NVQ level 1 in Housekeeping	D
Knowledge and Experience:	
- Understanding the Service Users and their needs. - Experience of tasks – Cleaning, washing up, preparation of meals, snacks and drinks. - Experience of cleaning tasks and materials to be used - To be able to work on one's own initiative and capabilities.	E E E E
Aptitudes, Skills and Competencies:	
- Ability to understand Team responsibilities and to act acknowledge team responsibilities. - Excellent communication skills, that include visitors, other teams members and stakeholders. - To be able to undertake report writing and complaints forms as and when required. - To work within professional boundaries - Maintain a professional manner with users of the service, respecting their rights to choices, dignity, privacy and confidentiality at all times. - Having an understanding of the service users and their needs.	E E D E E D

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

