**Role Profile**

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| **Job title:** Domestic Assistant |
| **Department:** Customer Services |
| **Reports to:** Service Co-ordinator  |
| **Grade:** 1 |
| **Staff responsibility:** None |

**Organisational Structure**

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| Director of Customer Service |

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| Head of Customer Services (Tenancy) |

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| Area Housing Manager |

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| Housing Officer |

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| Service Co-ordinator |

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| Domestic Assistant |

**Job Purpose**

To provide tenants with assistance when needed.

**Key Accountabilities**

* To maintain high standards of hygiene and cleanliness throughout the house, whilst working as part of the team.
* To work within the association’s philosophy and operational policies and procedures
* To maintain cleanliness of public areas and flats as directed by line manager.
* To be responsible for the cleaning stock.
* To be responsible for laundering household linen and to assist residents with personal laundry if required and as directed by line manager.
* To assist other members of staff as may be required.

**General:**

* To ensure Health & Safety standards and procedures are maintained.
* To undertake training sessions as required by the association.
* To undertake any other duties as may be required by the line manager.

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance