



Job Description

Job Title: Housekeeper

Responsible to: Facilities Manager

Job Purpose:

To assist the Lead Housekeeper in ensuring the housekeeping service provision for the hospice and associated premises is delivered effectively. The role will ensure that all cleaning and hygiene requirements are carried out in line with infection control principles, to deliver a high-quality service to children, families and all recipients of the service. To ensure that all cleaning and environmental hygiene standards meet the requirements of the National Standards of Healthcare Cleanliness 2025, infection prevention policies, and internal audit frameworks for Acorns Children's Hospice.

Main Duties:

Cleaning Standards & Audits

- > Undertake cleaning duties in line with the National Standards of Healthcare Cleanliness 2025, ensuring appropriate functional risk categories are maintained (e.g., very high risk for clinical areas).
- > Participate in regular visual and technical audits (ATP/fluorescent marking as applicable) and assist with rectifying non-compliances.
- > Ensure all areas display the current cleanliness charters and reflect real-time audit results.

Infection Prevention & Control


- > Follow infection prevention and control (IPC) protocols, including colour-coded cleaning systems, use of microfibre, and cleaning sequence.
- > Escalate any concerns regarding infection control, pest control, or unsafe practices immediately to the Facilities Manager or IPC Lead.
- > Maintain knowledge of isolation cleaning and enhanced disinfection procedures.

Documentation & Record Keeping

- > Complete all required cleaning records, checklists, and schedules to demonstrate compliance.
- > Ensure COSHH data sheets, cleaning specifications, and equipment maintenance logs are up to date.

Training & Competence

- > Undertake all required statutory and mandatory training, including IPC, COSHH, manual handling, and healthcare cleaning audits

- 
- > Support volunteers in safe cleaning practices under supervision. Promoting the safety of the clients by observing and reporting to appropriate management any child whose well-being gives cause for concern.

Audit Accountability

- > The postholder supports the Facilities Manager in ensuring the hospice achieves and maintains at least “acceptable” compliance ratings in all NSoHC 2025 functional risk areas.

Other Duties:

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity’s mission and sharing opportunities for fundraising support.
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > To be curious and innovative, commit to continuous learning, researching new ideas, embracing new ways of working, sharing good practice across the team.
- > To be familiar with the Health and Safety and Fire policies and procedures for the organisation completing mandatory learning as required.
- > To carry out any other reasonable duty as requested by your line manager


Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children’s Rights and support all children to be Rights Holders.



Person Specification: Housekeeper

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > Basic literacy and numeracy 	<ul style="list-style-type: none"> > Health and safety basic level qualification
Knowledge	<ul style="list-style-type: none"> > Understanding of the National Standards of Healthcare Cleanliness 2025. > Knowledge of COSHH and proper use of chemicals > Understanding Colour-Coding 	<ul style="list-style-type: none"> > Qualified in Healthcare cleaning skills > BiCSc - Understanding Colour-Coding
Experience	<ul style="list-style-type: none"> > Previous experience of basic housekeeping duties including cleaning and laundry. 	<ul style="list-style-type: none"> > Experience of working in infection control environment. > Experience of working in an environment with children and young people. > Awareness of Child Protection issues
Skills and Abilities	<ul style="list-style-type: none"> > To work collaboratively > Sound practical knowledge of catering. > Willingness to be flexible. > Committed to high standards of cleanliness and hygiene. > Approachable and friendly. > Evidence of using own initiative. > Ability to effectively prioritise. > Ability to work with volunteers. 	
Training	<ul style="list-style-type: none"> > Completion of required training and learning for ongoing development in role 	
Other	<ul style="list-style-type: none"> > Commitment to equal opportunities. 	
Behaviours	<ul style="list-style-type: none"> > Seeks to work together with others, supporting where possible. > Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success. 	

Terms and Conditions of Employment



Job Title:	Housekeeper
Responsible To:	Facilities Manager
Location:	Acorns in the Black Country Walstead Road Walsall WS5 4NL
Salary:	£26,227.50 per annum
Hours:	15 hours per week
Notice:	8 weeks
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in NHS Pension Scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

