



Creative Support Ltd, Head Office

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Housekeeper

Nightingale Close, Essex

Reference: 81732

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 8 September 2025

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

For informal queries about the role, please contact Nancy McDonnell (Registered Manager) at Nancy.McDonnell@creativesupport.co.uk or 07890064428.

Yours Faithfully

Recruitment Department

Please note that all employees are required to complete an enhanced DBS check



JOB DESCRIPTION – HOUSEKEEPER

Nightingale Close, Witham

Hours: 30 hours per week - to be worked flexibly on a rota that could include evenings and weekends, according to the needs of the service. You will be in the service for at least 5 days of the week.

Responsible To: Area Manager, Registered Manager, Team leader and senior staff

The Role:

To be responsible for the cleanliness of all the communal areas, laundry rooms and offices in all 3 bungalows, the sensory room and the meeting pod in the garden.

Nightingale Close is a registered care home for people with learning disabilities, physical disabilities and associated complex health needs. The service consists of three bungalows in a private cul-de-sac close to the centre of Witham. There are six clients living in each bungalow, with some of the clients having lived there for many years since the local Bridge Hospital closed.

We are looking for a dedicated and motivated individual who can not only carry out the physical and practical tasks associated with the role but also engage with the people we support.

Main Duties:

1. Keep facilities and communal areas clean and maintained.
2. Vacuum, sweep and mop floors.
3. Clean and stock toilets.
4. Notify managers of necessary repairs.
5. Maintain kitchens and bathroom areas.
6. Maintain sensory room and pod.
7. Complete stock checks on cleaning materials.
8. Ensure that all cleaning materials are used in a safe and economical way.
9. Have an understanding and awareness of COSHH sheets and the use of these for products and ensure that COSHH products are stored in line with legislation.
10. Maintain confidentiality and professional boundaries with service users.
11. Attend all relevant training as required including COSHH and health and safety training.
12. Report any maintenance and repairs required in a timely fashion.

Training:

1. To identify own training needs in the discussion with the line manager and to attend training events and courses as required at Head Office and locally.
2. To accept regular support and supervision from the line manager.

Health and Safety:

1. To recognise the need for a safe and hygienic environment in the scheme.
2. To ensure all Health and Safety policies and procedures are followed.
3. To report any health and safety concerns or breaches to the line manager with minimum delay.
4. To work in a manner which maintains the security of the building and the tenants who live there.

Other:

1. To provide regular verbal and written reports to line manager as required.
2. To engage with supported people in an enthusiastic and respectful manner and build warm and engaging relationships with supported people and staff.
3. To carry out all work in a manner consistent with the aims of the project and the service principles of Creative Support.
4. To comply with and to implement the Equal Opportunities Policy of Creative Support.
5. To maintain confidentiality at all times, in accordance with the agreed policy.
6. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
7. To work flexibly to meet the needs of the service.
8. Any other duties as required.

PERSON SPECIFICATION - HOUSEKEEPER**Nightingale Close, Witham**

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Practical domestic skills (minimum 1 years' experience)	Application & Interview	Essential
2	An ability to work unsupervised and to organise own work	Application & Interview	Essential
3	An ability to complete tasks following a schedule of work	Application & Interview	Essential
4	Excellent verbal and written English, with an ability to contribute to a record keeping system	Application & Interview	Essential
5	Willingness to work as part of a team	Application & Interview	Essential
6	A common sense understanding of household management	Application & Interview	Essential
7	A good understanding of Health and Safety legislation and procedures	Application & Interview	Essential
8	A basic understanding of social care	Application & Interview	Desirable
9	The ability to provide sympathetic practical informal support to tenants	Application & Interview	Desirable
10	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
11	Knowledge and understanding of confidentiality policies and procedures	Application & Interview	Essential
12	A current valid driver's license and access to a car	Application Form	Desirable
13	A good level of physical fitness in order to carry out the necessary duties of the role	Application & Interview	Essential

TERMS AND CONDITIONS – HOUSEKEEPER

Nightingale Close, Witham

Salary:	£13.40 per hour
Please Note: <i>We are currently offering a choice of weekly or monthly pay. Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.</i>	

Hours of Work:

Part time, 30 hours a week Monday – Friday according to the needs of the service.

Holidays:

25 days plus 8 statutory days. If part-time these will be pro-rata to working hours.

Festive Holiday Enhancements:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Birthday Holiday Bonus:

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks. DBS disclosures must be renewed every 3 years unless you have subscribed to the update service. Creative Support will pay for DBS checks

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, future employment will be confirmed.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of your end of probationary review paperwork.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of any sickness absence.

- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

Staff become members of a non-contributory group life assurance scheme after 6 month's employment. This scheme provides a death in service benefit equivalent to two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Welfare Fund:

We offer confidential non-repayable welfare grants up to £350 to employees experiencing hardship.

Hospital Saturday Fund:

You can join the Hospital Saturday Fund and pay your subscription through your salary. This is an easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy. There is a choice of membership fees and benefits.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

We Care Awards:

Recognising dedicated staff across Creative Support with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long Service:

Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service, you will be provided with a uniform. The number of uniforms provided will be dependent on your hours worked.

Company mobile phone and laptop:

If applicable for you job role, the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note that the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of employee's car on company business. We will reimburse the costs incurred on company business on receipt of authorised claim forms. If you use a car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection.

EDI & LGBTQ+ Employee Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.