

Housekeeper Job Description

Cleaner / Housekeeper

Job title	Cleaner / Housekeeper
Organisation	Age UK Richmond upon Thames
Location	London Borough of Richmond upon Thames (working in clients' homes)
Pay rate	£14.80 per hour
Contract type	Casual hours contract
Hours	Part-time, flexible – arranged around client need and your availability
Reports to	Housekeeping Coordinator and Home Service Manager
Benefits	5% pension, mileage, holiday pay as an uplift, Employee Assistance Programme (EAP), Blue Light Card and Age UK discount schemes

Job Purpose

Age UK Richmond upon Thames is a local independent charity supporting older people across the London Borough of Richmond upon Thames. Our housekeeping service helps clients with a range of household tasks to ease day-to-day struggles and improve their quality of life, supporting them to live comfortably and independently in their own homes.

The postholder will provide a reliable, friendly and empathetic housekeeping service to older people in their homes, carrying out household and cleaning duties to a good standard while treating each client with dignity and respect.

About Us

We provide a wide range of well-used services designed to improve wellbeing and enhance independence, including information and advice; social and wellbeing centres and sessions; support after hospital discharge; digital skills development; Dementia Friendly Richmond; and home services such as handyperson, housekeeping and gardening. Partnership is a core part of our work: we collaborate closely with other voluntary sector partners and wider organisations to maximise our impact and reach. Our friendly and committed team of 59 members of staff and more than 115 volunteers supports around 4,600 local older people each year.

Key Responsibilities

- Carry out general housework, including dusting, vacuuming, bed-making and cleaning kitchens and bathrooms.
- Complete laundry tasks as required.
- Provide other reasonable assistance to clients as agreed by Age UK Richmond.
- Deliver a consistent, high-quality service that is tailored to each client's needs and preferences.
- Build positive, respectful relationships with clients, maintaining their dignity and independence at all times.
- Manage your time and workload effectively across multiple client visits.
- Follow the charity's policies and procedures, including safeguarding, health and safety, and confidentiality.

- Report any concerns about a client's wellbeing or safety promptly and appropriately.

Person Specification

Essential

- Some experience in a domestic cleaning, care or housekeeping environment
- Enjoys varied work
- Able to think on their feet and problem-solve
- A team player with good communication skills
- Comfortable and confident working alone
- Good organisational skills
- Good time management skills
- Ability to communicate clearly and compassionately in English with clients, colleagues and the office team to ensure safe, effective service delivery.
- Hard-working and physically fit
- A flexible approach to work
- Good customer service skills
- Reliable, trustworthy and conscientious

Desirable

- Good digital communication skills
- Full UK driving licence with access to a vehicle

Safeguarding

Age UK Richmond is committed to the safeguarding of vulnerable adults and children. All staff are expected to share this commitment, to follow our safeguarding policies, and to complete the required training.

Additional Information

This is an excellent opportunity to join a leading local charity and provide a valued service to the local community. The role is well suited to those looking for flexible, rewarding work that can be fitted around other commitments – for example around school hours, or for people who have recently retired from a full-time career.