



Sheffield City Council Job Description

Homemaker

Portfolio:	Place
Service Area:	Accommodation and Support Service
Grade:	Grade 4
Responsible To:	Homemaker Team Leader
Responsible For:	N/A
Holidays and Sickness Relief:	To cover for HRA funded Furnished Operations Officers and Housing Officers at Supported Housing.

Job Purpose

To deliver a quality Housing Function to a range of customers in Temporary Accommodation Service, Furnished Accommodation service and other tenants and residents in Sheffield. Also carrying out the operational aspects of some 3rd party works we do for example: Local Assistance Scheme deliveries.

Duties and Responsibilities

Specific Duties and Responsibilities

A Homemaker has operational responsibility for the delivery of a housing function which may include working with and training similarly graded staff and when required undertaking the responsibility of other staff working within this service area.

By way of example this will involve work relating to but not limited to:

- Customer Care.
- Driving various vehicles.
- Cleaning Properties to an agreed standard.
- Delivering furniture citywide.
- Fitting Curtains, poles, tracks and blinds.
- Assembly of flat packed furniture items.
- Assist in the management of stock.
- Assist in the managing of abandoned furniture.
- Recycling, Sanitising and cleaning pre-used goods.
- Upholstery and carpets cleaning.
- Collecting Customer Feedback
- Collating photographic and written evidence to highlight any breach of Tenancy Agreement.
- P.A.T testing.
- Assist in the safe management of goods in and out of warehouse.
- Warehouse storage works including use of lifting aids.
- Assist in the management of Health and safety procedures.
- Administration duties.
- Stock auditing.
- Providing cover for other Furnished Accommodation staff where required.

Some of the above responsibilities may require attendance outside normal office hours.

Any other related duties and responsibilities which may arise.

All duties and responsibilities should be carried out in accordance with agreed Council policy and procedures, in particular the Council policies on Equal Opportunities and Health and Safety.

General Duties and Responsibilities

You will be responsible for organising, delivering and adhering to safe working codes of practice and will be expected to lift and handle goods safely and use SCC approved chemicals in line with COSHH instructions. You will be working closely with vulnerable Tenants and Service Users and will be empathetic to their needs and circumstance whilst following instruction and guidance from your line manager and apply professional boundaries at all times. You will be expected to safely work in a warehouse environment which will include Auditing and recycling duties.

Know your Service Business Continuity Plan and follow the Business Continuity Plan as required.

To undertake all duties and responsibilities in line with current Council Policies and Procedures, including those relating to health and safety; equalities, diversity and inclusion; safeguarding procedures; financial instructions; procurement and commissioning.

To undertake any other duties in agreement with the post holder and manager. Significant changes that may affect the role and responsibilities of the post or the job description would be managed through an agreed process in consultation with the Trade Unions.

Issue date:

Person Specification

Post Title: Homemaker

Minimum Essential Requirements	Assessment Method
Knowledge and Experience	
<ul style="list-style-type: none"> ➤ Excellent oral & communication skills. ➤ Ability to plan, priorities and organise own daily workload. ➤ Customer Care Skills. ➤ Good level of self-awareness. ➤ Ensure Health and Safety at work procedures and subsequent working practices are adhered to. 	<ul style="list-style-type: none"> ➤ Application form / interview ➤ Application form / interview / Task ➤ Application form / interview

<ul style="list-style-type: none"> ➤ Team worker. ➤ “Self starter”. ➤ Ability to work without Supervision ➤ Literate and numerate ➤ Ability to use hand held IT equipment. ➤ Ability to work to challenging performance targets and standards. ➤ An awareness of the implications for an organisation associated with poor performance or timelines not being met. 	<ul style="list-style-type: none"> ➤ Application form / interview ➤ Interview/Application form ➤ Interview/application form ➤ Application form/interview <p>Application form/interview</p>
Skills and Abilities	
<ul style="list-style-type: none"> ➤ Able to maintain constructive relationships with other agencies and individuals. ➤ Ability to remain professional and calm in difficult circumstances. ➤ Ability to work Flexibly ➤ Ability to recognise and understand people displaying drug and alcohol dependency behaviours. 	
Qualifications	
<p>Lifting and Handling</p> <ul style="list-style-type: none"> ➤ COSHH training 	<ul style="list-style-type: none"> ➤ Preferred Application form / interview ➤ Preferred Training available for successful applicant

<ul style="list-style-type: none"> ➤ P.A.T Testing qualification ➤ C1 vehicle license ➤ Full and Clean UK Driving License 	<ul style="list-style-type: none"> ➤ Preferred Training available for successful applicant ➤ Preferred Training available for successful applicant ➤ Essential
Behaviours – our ways of working	
Collaboration: working with others, both internally and through partners, harnessing different skills, experience and perspectives to achieved shared commitment to service delivery.	
Communication: Clear about priorities, communicates directly and honestly and promotes understanding, invites participation and seeks feedback.	
Innovation: Positively seeks to do things better. Participates in opportunities, challenges and changes. Encourages creativity, stretches and develops others.	
Ensuring fairness: Understands and works to the values set out in the Corporate Plan, values people as individuals, show respect and positive regard for others	

Health Risks Specification

Key: AF- Application Form, AC - Assessment Centre Activities, I – Interview

Please see the tasks, where there are some potential, residual health risks for the job

Task	Potential Health Risk if X
ICT/Computer user	<input type="checkbox"/>
Moving and handling of clients	<input type="checkbox"/>
Regular manual handling objects/ furniture/equipment	<input checked="" type="checkbox"/>

Working at heights	<input type="checkbox"/>
Noise/Vibration exposure	<input type="checkbox"/>
Confined Spaces	<input type="checkbox"/>
LGV/PCV driving	<input type="checkbox"/>
Minibus driving	<input type="checkbox"/>
Fork Lift Truck driving	<input type="checkbox"/>
School Crossing Warden Work	<input type="checkbox"/>
Night Work	<input type="checkbox"/>
Substances covered by COSHH	<input checked="" type="checkbox"/>
Respiratory and Skin Sensitisers	<input checked="" type="checkbox"/>

