



**URBAN
SAINTS**

Housekeeper

Job Information Pack





**The vision of
Urban Saints is to
see young people
everywhere
walking with
Jesus.**



Urban Saints equips youth leaders with everything they need to disciple young people everywhere.

Through relevant training, high-quality resources, and a community to be supported and encouraged, we help leaders grow in confidence as they share Jesus - especially with young people who have no connection to church. Our vision is to see every young person given the opportunity to explore faith, wherever they are.



About Westbrook

Urban Saints Westbrook is a residential centre suitable for church, youth and school groups, set in 18-acres of mixed parkland near Ryde, on the Isle of Wight. Westbrook provides a safe and fun environment, founded on Christian beliefs. Westbrook can also provide a place where young people can express their faith and have the tools to learn more about it.

Purpose of the Role

We are looking for a dedicated and reliable Housekeeper to join our team at Westbrook, a residential centre on the Isle of Wight. This is a fixed-term, part-time position, offering 30 hours per week. The successful candidate will play a key role in maintaining a clean, safe, and welcoming environment for all those visiting and staying at the Centre.



Key Responsibilities

Cleaning and Maintenance

- Ensure all areas of the Centre, including bedrooms, communal spaces, and bathrooms, are cleaned to the highest standards.
- Perform regular cleaning duties, including dusting, vacuuming, mopping, and washing windows.
- Carry out laundry duties, including washing, drying, folding, and ironing linen.
- Maintain cleaning equipment and supplies, ensuring stock levels are managed and orders are placed when necessary.
- Follow health and safety guidelines and ensure the cleanliness of the environment complies with regulations.

Health and Safety

- Ensure a safe and hygienic living space by adhering to health and safety standards.
- Infection control: follow strict hygiene practices to prevent the spread of germs, including proper use of cleaning solutions and disinfectants, and adhering to infection control protocols.
- Report any maintenance issues or hazards promptly to the Operations Manager.
- Assist in keeping fire exits and emergency routes clear and accessible at all times.

Key Responsibilities (continued)

Supporting visitors and guests at Westbrook

- Create a positive, supportive environment by maintaining cleanliness and order in the living spaces.
- Work collaboratively with other team members to ensure the well-being of those on site.
- Respect the confidentiality of visitors and guests.

Other

- Attend weekly Westbrook team meetings and regular Urban Saints team meetings, and other Urban Saints commitments as reasonably required.

The above list of job duties is not exclusive or exhaustive, and the post holder may be required to undertake other duties that reasonably fall within the nature of the role and responsibilities of the post. There will be occasional out-of-hours work required.



About You

You will be a compassionate, reliable, and hardworking individual who is dedicated to maintaining a clean, safe, and supportive environment. The ideal candidate will be someone who takes pride in their work, demonstrating attention to detail and a strong commitment to hygiene and safety standards. They should be approachable, patient, and respectful, able to work both independently and as part of a team. A genuine understanding of the needs of guests on site, including young people, along with a desire to contribute positively to their well-being, is essential. Sensitivity, confidentiality, and an understanding of safeguarding principles will also be key in ensuring a comfortable, welcoming atmosphere for all.

Skills and Abilities

- Ability to work independently with minimal supervision.
- Good time management and organisational skills.
- Friendly, approachable, and able to build good working relationships with staff and residents.
- Sensitivity to the needs of young people and an understanding of safeguarding principles.
- Ability to follow cleaning schedules.



Knowledge and Experience

- Proven experience in a cleaning or housekeeping role, ideally in a residential or care setting.
- Basic knowledge of health and safety regulations related to cleaning.
- Understanding of infection control practices and the ability to follow safety guidelines.
- Experience working in a residential centre (desirable).
- First aid training (desirable).

Personal Approach and Attributes

- Attention to detail and ability to maintain high cleaning standards.
- Good communication skills to interact with guests, visitors and staff.
- Flexibility to adapt to changing needs and priorities.

Job Title: Housekeeper
Department: Westbrook
Responsible to: Westbrook Operations Manager
Terms: Fixed-term
Salary: £20,000 - £20,800 per annum, dependant on experience (£25,000 - £26,000 FTE)
Location: Urban Saints Westbrook, Ryde, Isle of Wight
Hours: 30 hours per week (to be worked flexibly, including occasional weekend work)
Start Date: 13th March 2026
End Date: 13th November 2026



Christian Ethos

Urban Saints is a Christian charity, and Westbrook is the Urban Saints residential centre. Anyone applying for a role at Westbrook must be sympathetic to the Christian ethos and values of Urban Saints.

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Team Engagement

Infrequently, there may be a requirement for Westbrook employees to engage in wider Urban Saints team events, for example, a residential team gathering. This will be managed by the Westbrook Operations Manager.

DBS Check

Due to the nature of this position, any offer of employment with Urban Saints will be subject to a satisfactory DBS check.

Benefits

- 25 days annual leave plus bank holidays (pro-rated for part time roles)
- Pension Scheme: we contribute 6% to the Urban Saints pension scheme.
- Life assurance: you will receive life assurance cover to the value of four times your annual pensionable salary.
- Eight volunteering days: you will have an opportunity to volunteer for one of our events or a similar charity of choice (pro-rated for part time roles).

How to Apply

Please fill out our application form, which you can find at www.urbansaints.org/jobs We would rather you didn't use AI for your answers as we want the real you. We reserve the right to reject applications if we feel the use of AI has been excessive.

The closing date for applications is **Monday 2nd of February, midday**. Please note, we will be actively reviewing applications ahead of the closing date and reserve the right to close applications before this date.



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