



**Pilkington  
Family Trust**

## Job Role: Housekeeper





## About us

Formed in the 1920s we have a long history of providing services for retired Pilkington employees and their family members across the UK and overseas.

From our base in St Helens we support over 6,000 individuals, with our welfare and community support services focusing on supporting retired Pilkington employees and their families across the UK and beyond.

We deliver a range of social prescribing activities which provide practical and emotional support, promote health and well-being and tackle social isolation.

We offer specialist services including personalised respite care for beneficiaries and members of the community who are over 60 in our purpose-built respite facility Ruskin Lodge in St Helens. We also deliver dementia support through our Admiral Nurse programme.



There to care when needed



# How we make a difference

## Our impact in 2024



Delivered

**18,774**

hot meals



Made

**2,809**

befriending  
telephone calls on



Organised

**27**

social activities for  
people living with



Organised

**73**

befriending  
telephone calls on



Provided

**186**

respite stays at  
Ruskin Lodge



Delivered

**8,343**

frozen hot meals



Carried out

**3,907**

welfare visits



Our Admiral Nurse  
made.

**134**

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There to care when needed



## Mission Statement

### There to SUPPORT when needed

To support older adults to live well, maintain their independence and stay connected within their communities.

## Core Objectives

### Enhance well-being through holistic support

- To provide accessible and person-centred services that support the physical, emotional, and social well-being of older people, helping improve quality of life

### Promote Independence

- To enable older individuals to maintain autonomy in their daily lives by offering tailored support services, practical assistance and accessible resources that enable safe and independent living.

### Deliver high quality, innovative services

- To continually develop and implement evidence-based approaches that improve the effectiveness, reach and impact of our support for older people.

### Strengthen community connections

- To foster strong community networks, partnerships, and volunteer involvement, that encourages older people to remain active and connected in their communities.

## Values

### Compassion

We will show KINDNESS and willingness to help.

### Ownership

We will be ACCOUNTABLE for our actions.

### Inclusivity

We will EMBRACE perspectives and experiences.

### Excellence

Our commitment to QUALITY will set us apart.



## Job Description

<b>Job Title:</b>	Housekeeper x 2 posts, 22.5 hrs per week + 16.5 hrs per week.
<b>Location:</b>	Ruskin Lodge Care Home
<b>Pay:</b>	£13.08 per hour
<b>Responsible to:</b>	Shift Lead
<b>Accountable to:</b>	Registered Manager

## Job Overview

The Housekeeper is responsible for maintaining a high standard of cleanliness, hygiene, and safety throughout Ruskin Lodge. This role plays a vital part in ensuring a clean, comfortable, and welcoming environment for residents, staff, and visitors, while adhering to health and safety and infection control procedures.

## Key Responsibilities

- Clean and sanitise Resident's bedrooms, bathrooms, communal areas, toilets, offices, and corridors.
- Dust, vacuum, mop floors and surfaces.
- Empty bins and dispose of waste safely, including clinical waste where required.
- Launder Resident's clothes, bedding and towels.
- Replenish cleaning supplies and report low stock levels.
- Follow infection control and cross-contamination prevention procedures.
- Clean spills and hazards promptly to maintain a safe environment.
- Report maintenance issues or damages to the appropriate person
- Use cleaning equipment and chemicals safely and in accordance with COSHH guidelines.
- Respect Resident's privacy, dignity, and personal belongings at all times



## Health & Safety

- Follow all health and safety policies and procedures.
- Wear appropriate personal protective equipment (PPE)
- Adhere to infection prevention and control standards.
- Participate in mandatory training sessions.

## Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.



## Person Specification

Qualifications	Essential	Desirable
NVQ Level 2 in Cleaning and Support Services or willingness to work towards	E	
Experience		
Experience in a Housekeeper/Cleaner role		D
Experience in a residential care setting	E	
Skills		
Good written and oral communication.	E	
Good attention to detail	E	
Competent IT skills (care systems, email, documentation)		D
Knowledge		
Knowledge of GDPR	E	
Understanding of safeguarding procedures	E	
Understanding of hygiene and cleanliness standards	E	
Knowledge of COSHH regulations		D



Qualities		
Ability to identify problems and solve them		D
Ability to work under pressure and meet deadlines	E	
Positive attitude and strong work ethic	E	
Willingness to work flexible hours (including evenings/weekends)	E	
Reliable and punctual	E	
Compassionate and respectful towards elderly and vulnerable individuals	E	
Professional and trustworthy	E	
Good communication skills	E	
Values		
Demonstrates the Trust's values of:		
<ul style="list-style-type: none"> <li>• Compassion</li> <li>• Ownership</li> <li>• Inclusivity</li> <li>• Excellence</li> </ul>	E	
	E	
	E	
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# Application process

## Candidates

Interested candidates are invited to submit a CV and cover letter to [Personnel@pilkingtonfamilytrust.com](mailto:Personnel@pilkingtonfamilytrust.com) outlining their interest, suitability, and vision for the role, and how they meet the requirements of the person specification in detail by 4pm on **8<sup>th</sup> April 2026**. **Interested** candidates are encouraged to submit early applications as the application window may close sooner than **8<sup>th</sup> April 2026** if a suitable candidate is found. **Interviews will be held w/c 13<sup>th</sup> April 2026**

Pilkington Family Trust is an equal opportunity employer. We are committed to ensuring a fair and equitable recruitment process for all vacancies.

Please let us know if you require any reasonable adjustments to effectively access the recruitment process. If you would like any further information about the role or application process, please contact [Personnel@pilkingtonfamilytrust.com](mailto:Personnel@pilkingtonfamilytrust.com)

Enhanced DBS check needed.

