



Facilities Domestic

WHAG is a leading charity delivering quality support services to women, men and their families who are affected by domestic abuse, homelessness and young parents across the of North West England. Improving the safety and life opportunities of the people who use our services and supporting them in their recovery.

We support the people we work with to overcome the experiences they have had. We empower them to build up the skills and resources they need to take control of their own lives, access a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff WHAG delivers Healthy relationship training to employers and schools to assist in the education and prevention of Domestic abuse

Our Vision - To support and empower vulnerable women and those affected by domestic abuse

Our Mission - End Domestic Abuse, Homelessness, and relationship breakdown.

Our Values - Empowerment, Choice, Change, Strength

Guiding Principles - Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future

Be non-judgmental and supportive at all times.
Ensure trauma-informed, flexible support is accessible to all those in need
Support individuals to take responsibility and accountability for their actions
Support individuals, partners and families to live independently within the community of their choosing.
Help develop new knowledge and create new skills for individuals and families to make better life choices.
Provide positive alternatives to current services and resources available in a community.

WHAG has a strong values base, embedding, empowerment, choice, strength and change into or organisation. We are looking for staff that can deliver person-centred, trauma-informed services, are innovative, trustworthy, can do, self-motivated and excellent at all times, so it is important that you are as passionate about these principles as we are.



JOB DESCRIPTION

Job Title:	Facilities Domestic
Reports to:	Facilities Team Lead and ultimately the CEO
Location	All WHAG Projects (predominantly Wigan)
Responsible for	Ensuring WHAG office, accommodation and properties are kept in an excellent state of cleanliness and repair; meeting health and safety and housing legislation requirements.
Date Reviewed	Jan 2026

Overall Aim

- Provide a comprehensive cleaning service at WHAG's, properties and offices
- Ensure turnaround of properties meets targets
- Ensure properties remain in excellent condition
- Comply with safe working practices and high standards. Maintaining H&S regulations, housing legislation and follow WHAG policy and procedure.

Requirements

- Ability to attend and complete WHAGs standard employee training requirements, sometimes outside normal working patterns.
- Ability to work across WHAG's contract area and travel for training and meeting purposes.
- Access to a car for work purposes and Full UK driving license .
- Ability to work flexible hours including evenings, and weekends when required.



Job Description

The list does not cover the full scope of tasks and responsibilities of a Facilities Domestic but illustrates some of the areas of emphasis for this post.

Key Objectives

- To be accountable and responsible to the Facilities Team Lead and ultimately the Chief Executive Officer (CEO) for the effective cleaning at all WHAGs owned or rented properties/offices.
- To ensure the working environment meets health and safety requirements.
- To ensure that the delivery of cleaning services for the organisation, clients, funders, and stakeholders is underpinned by a commitment to anti-discriminatory practice and equality of opportunity.

Key Tasks and Responsibilities

- To demonstrate a proactive and positive approach to cleaning; showing willingness to take initiative and tackle tasks with a cheerful and enthusiastic attitude to work.
- To ensure our customers and their properties are cared for and cleaned to the highest possible standards, in line with budgets, service level agreements and regulatory requirements.
- Communicate with a professional manner.
- To ensure communal areas in WHAG buildings are cleaned and maintained to the highest standard. Sweeping, mopping floors, sanitising areas etc (this list is not exhaustive)
- To maintain all accommodation in good repair, keeping records of all repairs due to damage and/or wear and tear accurately and timely.
- To clean vacant properties for re-letting, assisting on occasions inventory restocking to ensure turnaround targets are met.
- Work closely with Facilities Team Lead to clean and resolve reported issues inside properties in a timely manner; liaising daily to ensure scheduled jobs are completed.
- To keep an inventory and monthly audit of all cleaning equipment and products, reordering accordingly.
- Ability to support the wider facilities team with practical tasks, cover for annual leave sickness etc.
- Occasional travel to complete cleaning across other WHAG service areas, supporting the wider team.
- Maintain effective information systems, processes and record keeping ensuring all works are documented and ensure all parties involved are informed of all progress.
- To conform to all data protection rules, and regulations, and keep sufficient records for audit purposes.
- Comply with safe working practices & report faulty equipment and potential hazards.



Responsibilities shared with all staff

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To work at times other than office hours to attend meetings, participate in networks, and fundraising events and ensure that the service is accessible.
- To undertake any other duties that may be required which are appropriate to your role.
- To be committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff and volunteers to share this commitment.

Person Specification

Experience and Knowledge of	Essential	Desirable
Proven experience in a Domestic role (Residential Property would be advantageous)	x	
No specific academic qualification required but must be willing to undertake training	X	
Excellent communication skills & professionalism.	X	
Organised and able to problem-solve	X	
IT skills, particularly Microsoft Office, Outlook and Internet.	X	
Effective record keeping working to deadlines	X	
Good communication and organisational skills. To ensure the individuals and families we work with receive the attention and service they deserve	X	
Ability to work on own initiative and of working as part of a team.	X	
Ability to communicate verbally and in writing in a confident and professional manner.	X	
Ability to work flexibly within the confines of the role	X	
Have a high degree of integrity, tact, diplomacy, and organisational spirit.	X	
Experience of working within the voluntary sector.		x
Ability to travel to other locations	x	
Knowledge of Health & safety standards such as manual handling, hazards (list not exhaustive)		x
Experience or understanding of working in a confidential setting of sensitive nature.		x

Other Information



Principle Terms and Conditions	
Salary:	£18000
Hours Per Week:	27 hours (negotiable)
Annual Leave:	25 days per annum rising to 30 + Bank Holidays (Pro Rata)
DBS	Valid DBS
Car user	Regular travelling is required. The role holder must have regular access to a car. Business mileage is payable from an agreed base. The role holder must possess a full current driving license, road fund license, MOT and business use Insurance.
Benefits	
Pension:	WHAG operates an auto-enrolment pension plan, which all employees are enrolled after a 3-month probation period via NEST. WHAG contribute to this pension in line with legislation.
Health Plan	WHAG operate a health plan for all employees after one months employment. This includes Free eye testing Access to counselling Reduced gym membership
Hospital appointments	5 hours
Bike to work scheme	WHAG operate a bike-to-work scheme.
Tech Scheme	WHAG operate a salary sacrifice tech scheme. This includes all products from Curry's
Christmas saving scheme	Save January – November
Flexi for non-rotas posts	(Core hours 10.00-3.30)
Holiday Purchase	One week
Discounts	Access to charity worker discounts

I confirm that I have read and understood this document

Signed _____

Name _____

Date _____