



A FUTURE WITHOUT
DOMESTIC ABUSE



Housekeeper

Candidate Brief

May 2026

Welcome

We began the latest chapter of our journey in April this year when we were recommissioned to provide all domestic abuse services in mid, west, and north Essex. With the commissioned services now including our amazing services for children and young people - it now means that we have several years security for all our services. We are dealing with an ever-rising demand on our services, but we continue to have ambitious plans for how we can expand our services and grow our funding to enable us to continue to support those who need us. With this in mind we have recently increased the number of dispersed housing options we have available for our clients, which has led to this recruitment.

Our work is all about supporting individuals who have experienced or are experiencing domestic abuse. We understand the power that simply believing, and offering a non-judgmental, trauma-informed response, can have. We all work together in the shared belief that every single person has the right to live their life free from domestic abuse and our practitioners work tirelessly to support and advocate for our clients to help them achieve this.

We have a brilliant team of people, providing amazing, life-saving services and currently we're looking for someone to join our amazing Accommodation team.

If this role sounds like it's the right challenge for you, don't hesitate to get in touch.

Beverley Jones

CEO



About Next Chapter

Next Chapter was established in 1975, on the back of the second wave of feminism just as domestic violence was being formally recognised as a crime and the first legislation (Domestic Violence and Matrimonial Proceedings Act 1976) dedicated to combatting domestic violence was enacted.

Initially called Colchester Women's Aid, following the establishment of the Women's Aid Federation, and more recently Colchester & Tendring Women's Refuge, the decision to change our name to Next Chapter was in recognition of our much wider remit, not least our move to support male victims, and our collective desire to provide the organisation with an identity that reflected our aspirations and values.

Next Chapter is now a widely respected and valued provider of expert, specialist domestic abuse services. Our practitioners have worked hard to help us build our strong reputation for delivering expert specialist services in a professional, but compassionate and trauma-informed way, working in partnership wherever we can to help achieve the very best possible outcomes for our clients.

Read more about our vision, mission and values on pages 4 and 5.

“ We have been humbled by the work Next Chapter are doing to support victims in traumatic situations and we salute the team at Next Chapter who are listening to the stories and doing their utmost to support those in these difficult times. ”

Alex Patterson, Head of Business Partners
Active Digital



Working at Next Chapter

Next Chapter is a focused and responsive organisation that thrives on partnership working and a deep passion for supporting victims of domestic abuse, advocating for the most vulnerable in our society and challenging decisions, systems and individuals that create barriers to our clients achieving safety or impacting their wellbeing as they work towards their life free from domestic abuse.

Our staff are committed to and positive about the difference we make to people's lives. We're building links with our communities to shine a light on the hidden harm of domestic abuse and to build capacity in a range of organisations and individuals to recognise the signs of Domestic Abuse and to have the confidence to offer help and know where to refer for specialist support.

“ “ Fantastic team of staff in all areas of the organisation, all supportive of one another and want to work towards our main goals of helping survivors be free

Domestic Abuse Practitioner ” ”

We work with survivors of domestic abuse to help them make choices **to reclaim their lives** and begin their next chapter

**A FUTURE WITHOUT
DOMESTIC ABUSE**



our vision

A world where everyone can live safely, with dignity and respect, free from domestic abuse and sexual violence.

The Next Chapter (East of England). We work across the areas of Tendring, Colchester, Maldon, Chelmsford, Braintree and Uttlesford, providing free and confidential services to support people who are currently experiencing, or have previously experienced domestic abuse.

our mission

“Grounded in the voices of survivors and the strength of our communities, we empower individuals and families to rebuild their lives, free from harm, fear and injustice. Work collectively toward a safer, more equitable future for all. We advocate boldly for lasting change to end domestic abuse and sexual violence.



our values

Courageous

We are brave and have strength for the people we support. We empower them to have a voice and where they are unable, we will speak the truth and advocate on their behalf. We will protect our women-only spaces and challenge violence against women and children in all its forms.

Trustworthy

We will develop trusting relationships, providing an emotionally and physically safe environment for the people we support. We will be honest, respectful, and reliable. We will always do the right thing and do what we say we will.

Inclusive

We are diverse, welcoming, approachable, and inclusive as employers, service providers and people. We promote unity, fairness, and respect; challenging ourselves to remove barriers and ensure equal access for those who might otherwise be excluded or marginalised.

Responsive

The people we support are at the heart of all we do. We ensure the support we provide is flexible and tailored to the needs of individuals. We are collaborative, understanding, compassionate and sensitive.

Exceptional

We are proud to be experts in our field, striving to always be the best we can be, to innovate, lead and to exceed expectations. We are committed to developing and skilling our staff to the highest standards and to being generous with our knowledge to increase awareness and understanding across our partner organisations.

Communication

We value each other's knowledge and opinions and understand the benefits of positive and constructive communication. We listen and hear each other, adapting our style and language to the needs of the individual.

Teamwork

We value and respect each other and celebrate our differences. We know that we are always stronger, happier and more effective when we work together. We strive to always support each other and learn from each other.





“

All the time that domestic abuse exists, individuals will need us to help make safety possible. With our support they are empowered to reclaim their lives and choose the next chapter in the future they want.

”



Current and Future Priorities

- To achieve a strong, positive and consistent Next Chapter culture across all services, to build the environment where our people can be the best they can through regular and meaningful staff engagement, and the development of a linked set of behaviours, consistent use of our Performance Management framework, and the development of our People Strategy.
- To be recognised and valued as the “go-to” expert specialist provider of DA services in mid, west and north Essex by seeking out opportunities and platforms to increase the visibility of our services, increasing our specialist qualifications and expertise within teams, and developing an engagement and marketing strategy to actively promote our specialist services, quality of outcomes for our clients and the impact of our services.
- To deliver consistently high-quality specialist and inclusive services from crisis through to recovery by actively seeking meaningful participation from survivors to shape service delivery and remove barriers, undertaking gap analysis & reshaping services where appropriate by establishing funding streams or strategic partnerships to deliver “recovery” services, and developing and maintaining partnerships with organisations representing marginalised communities.
- To increase the medium-term security of non-commissioned services by developing strategic relationships and alliances with key funding bodies, developing a strategic approach to impact & outcomes reporting as well as research projects to support funding applications, and developing a strategic approach to horizon-scanning for funding opportunities.
- To develop and grow the range of strategic and operational partnerships by developing organisational skills and behaviours relating to positive partnership working and developing a strategic partnership register with action plan to shape our approaches.
- To increase our ability to influence attitude, policy and practice at a local, regional and national level by generating opportunities for Next Chapter to speak and lobby and by developing our own position and stance on current issues facing the sector



[/Visit our websites/](#)

<https://www.thenextchapter.org.uk>

<https://men.thenextchapter.org.uk>

<https://nest.thenextchapter.org.uk>

our services



Refuge
and
Recovery

with specialist support



Community
Support

with domestic abuse
practitioners and IDVAs



Children &
Young
Persons
Service

with practitioners
and support workers



The Role

We are proud that our main focus is to ensure that as much of our funding as possible goes towards our frontline services to maximise the support we can provide. We know that our sole purpose is to support individuals who are experiencing domestic abuse, and this is delivered through our frontline teams – that makes you the most important people in our organisation.

We are seeking a dedicated and detail-oriented Housekeeper to join our team. The successful candidate will be responsible for maintaining high standards of cleanliness and hygiene across various premises, ensuring a welcoming and professional environment for residents and visitors alike. This role offers an excellent opportunity for individuals with a passion for cleanliness and organisation to contribute to a well-respected organisation.

Purpose of the role

This role plays a vital part in supporting our organisation and teams' mission to provide safe, clean, and well-maintained homes. You will ensure that all accommodation managed by Next Chapter is maintained to a high standard of cleanliness, safety, and hygiene. The role supports the delivery of quality housing services to residents, contributing to a safe and comfortable living environment in line with our values.

This is a great opportunity for individuals who are committed to helping survivors to break the cycle of domestic abuse and support their recovery.

Main responsibilities

- Prepare void (vacant) properties for new tenants, ensuring they meet required cleanliness and presentation standards.
- Carry out deep cleaning tasks, including kitchens, appliances, bathrooms, carpets, and hard surfaces.
- Dress rooms to organisational standards and appropriate to need.



- Dispose of waste responsibly, including recycling where appropriate, in line with organisational policies.
- Ensure cleaning schedules and checklists are completed accurately and on time.
- Work collaboratively with team members, practitioners, facilities and maintenance teams to ensure properties are ready for occupancy.
- Maintain stock levels of cleaning supplies and report shortages.
- Adhere to all organisational policies, including Health & Safety, Equality, Diversity and Inclusion, and safeguarding.
- Work flexibly and be responsive to ensure the best outcomes for our residents.
- Where appropriate support tenancy sustainment by assisting tenants in maintaining acceptable standards of cleanliness within their rooms and communal areas.
- Work collaboratively with tenants to promote independent living skills, including maintaining clean and safe living environments.
- Personal Protective Equipment (PPE) will be provided and must be used as required.



About You

We're looking for applicants who are passionate about supporting victims of domestic abuse and making a difference.

Dedicated and reliable housekeeper with a strong eye for detail and a commitment to maintaining clean, safe and welcoming environments. Experienced in carrying out a wide range of cleaning and household tasks efficiently while ensuring high standards of hygiene and organisation. Friendly, trustworthy, and respectful of confidentiality with the ability to work independently and as part of a team. Passionate about creating comfortable spaces that help people to feel safe, at ease and cared for.

We require you to be mobile as this role will work across all our dispersed accommodation and therefore a valid driver's licence and access to a motor vehicle is essential.

This post is open to female applicants only as being female is deemed to be a genuine occupational qualification under Schedule 9, Paragraph 1 of the Equality Act 2010

After 6 months you will have successfully:

- Completed the mandatory induction process and associated training and learning modules.
- Completed or on-track to successfully complete your probation period.
- Established positive and collaborative working relationships within our Accommodation and Facilities teams.
- Developed a network of contacts within Next Chapter so you know who to go to for advice and support, particularly for issues outside your area of expertise.



What **you** can expect from us:

- A warm welcome into our Next Chapter family
- A genuine interest in you and what you bring to Next Chapter
- A deeper understanding of the support available for women, men and children who are experiencing or have previously experienced domestic abuse
- A commitment to equal opportunities and an inclusive environment which celebrates difference and allows our staff to flourish
- Opportunities for personal and professional development
- A commitment to your wellbeing, with a range of benefits including EAP, flexible working, a generous leave allowance and an enhanced occupational sick pay scheme and occupational maternity scheme

What **we** expect from you:

- Demonstrating an understanding and commitment to Next Chapter's vision and values
- Commitment to and an understanding of safeguarding best practice in relation to children and adults
- Respecting and observing professional integrity in relationships with clients, peers, and other relevant professionals
- A responsibility for your own health and safety and that of your colleagues, our clients and any visitors, a willingness to follow established systems of work
- Be committed to helping build an organisation that respects and values the diversity of all staff, making our services accessible and inclusive, regardless of a person's protected characteristic
- Treat all information as confidential and comply with appropriate policies

a shared
commitment



Terms and conditions

Contract	This is a part-time contract.
Salary	£26,228 pro rata per annum. Actual £8,392.96
Benefits include	Contributory Pension Scheme: Learning and development tailored to your level of experience. Benenden Health subsidised healthcare package.
Hours	This will be agreed with the successful candidate. Due to the nature of the role, you will be required to work flexibly to fulfil your role successfully. There is no overtime allowance but time off in lieu (TOIL) may be taken in agreement with your line manager and in accordance with organisational procedures.
Leave	Paid annual leave for 25 days per annum, plus 8 public holidays. After 2 years, leave entitlement increases by 2 days, rising a day year thereafter to a maximum of 30 days and pro rata for each partial leave year.
Expenses	You will be reimbursed all reasonable expenses which are incurred by you in the proper performance of your duties.
Location	Next Chapter premises are in Colchester and your place of work will ordinarily be one of these locations. You may be required to attend meetings in other locations as may be reasonably required in order to fulfil your role successfully.
Occupational Sick Pay Scheme	1 week full-pay during your probation period. After successful completion of probation period, 12 weeks full-pay, and 12 weeks-half pay in any 12-month period.
Notice period	4 weeks' notice is required.



To apply for the position of Housekeeper please complete our application form using the following link.

<https://forms.office.com/e/b41z7T2Mkz>

Please also complete our voluntary monitoring form to help us meet the aims of our equality policy.

<https://forms.office.com/r/UN7CEQb882>

Closing date for applications

Thursday 4th June

Interviews

Thursday 11th June

If you would like an informal conversation to discuss this role further, then please contact Jo(joannahh@thenextchapter.org.uk) to arrange a call.

how to apply
Housekeeper





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<https://www.thenextchapter.org.uk>

A photograph showing a top-down view of a person's feet on a concrete sidewalk. The person is wearing dark sneakers with white laces and white soles. The concrete is marked with the words 'PASSION LED US HERE' in large, bold, reddish-brown capital letters. The scene is lit with natural light, creating shadows on the pavement.