

## ROLE PROFILE

<b>Job Title:</b> Cleaner	<b>Role Reports to:</b> Scheme Manager	<b>Business Function:</b> Older Peoples Services	<b>Grade:</b> H
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<p><b>Job Purpose:</b></p> <p>Carry out general cleaning duties to all indoor areas of the Retirement Living Scheme, ensuring a high standard is achieved to meet contract requirements.</p> <p><b>Subject to Standard DBS Check (if required by Private Funding Initiative (PFI) Contract)</b></p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility &amp; Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal Understanding</li> <li>• Results Focus</li> <li>• Problem Solving &amp; Decision Making</li> </ul>
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**Key Responsibilities:**

1. Carry out general cleaning duties to all indoor areas of the building eg washing, sweeping, mopping, dusting, polishing and vacuum cleaning of designated areas to the required standard, observing to Health & Safety Regulations and complying with Group policies and procedures at all times.
2. Emptying litter bins, etc. and removing waste to designated areas, cleaning toilets and washrooms and working surfaces and other future. .
3. Using powered equipment where necessary (vacuum cleaners).
4. Report any potential Health and Safety hazards around the building, that could cause injury to staff, customers or visitors, i.e. loose stair-treads, worn carpets, electric lights not working etc.
5. Ensuring a positive attitude towards all customers and members of the public.
6. Provide cover for absent colleagues, when reasonably requested.
7. Ensure that stock levels, cleaning materials and equipment are maintained by ordering from approved supplier and working within budget, reporting to the Scheme Manager.
8. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Awareness of Health &amp; Safety.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of COSHH requirements</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to work with minimal supervision and maintain high standards of cleanliness / presentation of properties.</li> <li>Basic computer skills.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of using domestic and industrial type cleaning equipment</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>Literate and numerate / GCSE Maths and English (or equivalent))</li> </ul>	

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	All on site staff team and partner agencies. Customers of the service.

#### **Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

#### **Key Role Performance Indicators**

1. Comply with any Health & Safety reporting of incidents and risks within agreed timescales.
2. Monitor stock levels of cleaning goods and safety of electrical items
3. Attend all mandatory training as required in the learning passport

<b>Date Role Profile Created/Updated:</b>	<b>November 2018</b>
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