

## JOB DESCRIPTION

**Job Title: Cleaner**

**Service: Operations**

**Reports to: Deputy Manager/Service Manager**

**Direct Reports: None**

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### ABOUT THE ROLE

This role will be responsible for ensuring a clean, hygienic, and welcoming environment which meet the specified standards for the service. The role will adhere to health, safety and environment requirements and our policies to ensure the space is safe for all. There will also be an accountability to ensure stock levels are adequate, deadlines are met, and maintenance and other reports are made correctly in a timely manner.

### ABOUT YOU

The post holder will be a proactive individual, able to use their own initiative to maintain the responsibilities within their role and others which may fall outside the job description. They will be able to think on the spot and resolve any issues in the correct manner as they arise. They will have good communication skills and able to build trusting relations with the team, residents, participants and other stakeholders within and outside the organisation.

### KEY RESPONSIBILITIES

- Responsible for ensuring the service area and other provided areas are cleaned thoroughly. This includes but is not limited to; dusting and cleaning of ledges, window frames, surfaces, worktops, doors and walls.
- Ensure polishing for furniture, woodwork, and artefacts.
- Ensure the floor space is always maintained, clean and tidy (Including but not limited to sweeping, Hoovering and mopping) machine operating will be required such as hoovers.
- Ensure rubbish is emptied in the right areas and within council timeframes for collection. Adhere to recycling and other rules and regulations.
- Ensure the rubbish point is maintained and kept clear at all times, take rubbish to designated areas as required.
- Report any incidents, accidents or risks in the correct manner.
- Carry out additional responsibilities as required such as supporting with other areas within the service to meet the needs of our stakeholders.
- Some administration may be required such as but not limited to completing cleaning check sheets, health and safety logs, and other relevant admin as required.
- Communicate with the team, residents and participants and build meaningful rapport.
- Build internal and external relations as required.

### SIG Policies and Data Protection

- Promote the SIG values in creating a positive and productive environment, to create a Psychologically Informed Environment (PIE).
- Maintain high standards of service in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service.
- Maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and business sensitive information.
- Adhere to SIG policies, processes, best practice, EDI, and data protection at all times.
- Comply with Health, Safety, and Environmental procedures.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

### PERSON SPECIFICATION

<b>Qualifications and Experience</b>	<b>Rating</b>
Previous experience in a similar role or organization	Desirable
Health and Safety qualification: NVQ, similar or above	Desirable
<b>Skills and Abilities</b>	
Ability to adhere to health, safety, and environmental regulations	Essential
Able to use machinery such as hoovers and other appliances in a safe manner	Essential
Ability to manage own workload, use initiative to resolve any challenges in a timely and correct manner	Essential
Ability to be proactive within the role, identify tasks that need to be completed and take responsibility to ensure work is carried out to a high standard as required	Essential
IT Proficiency, ability to learn new software programs, basic Microsoft experience	Desirable
<b>Personal Characteristics</b>	
Excellent communication skills both written and oral and relationship building	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Sensitive and empathy to others	Essential
Trauma-informed, non-judgemental approach to overcome barriers and achieve goals	Essential
Able to influence and negotiate positive outcomes with others	Desirable