

## Cleaner

**Reports to:** Service Manager

**Responsible for:** No direct reports

### Role purpose

The purpose of this post is to provide cleaning at the service, to all communal and staff areas (including, communal halls, corridors and stairways, sanitary accommodation, kitchens, guest room (if applicable), staff room, offices and stores). Ensuring the building is clean and tidy and robust infection control is practiced.

### Role Scope

To clean in accordance with agreed schedules, covering daily, weekly, monthly and quarterly tasks

To be responsible for keeping storage facilities tidy and locked when not in use in accordance with COSHH regulations

To be responsible for reporting any items which are becoming worn or damaged and needing replacement

To remove and dispose of litter and keep all communal and staff areas tidy

To carry out any other cleaning works as directed by the Service Manager

To comply with Orwell's Health and Safety Policy and infection control policy and carry out activities in a safe manner

## Key Responsibilities

You will be solutions focused and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

**P**eople-focused – people are at the heart of our business. By recognising people's diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

**A**mbitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

**C**ollaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

**E**ffective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

## People-focused

### You will;

- Promote Equality, Diversity, Fairness and Inclusion at all times.
- Promote a 'Team Orwell' culture across the organisation.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell's policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- Deliver all services to Orwell's customer care standards.
- Work flexibly to meet customers' expectations.
- Follow the cleaning schedule for the service.
- Ensure that all equipment is used safely and doesn't pose any hazards during use.
- Ensure that at all times we are person centred in our approach

## Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Strive for the highest standards, whilst providing the best value for money service.
- Identify areas for service improvements and/or value for money.

## Collaborative

- Work closely with Service Manager, where issues surrounding property condition and/or suitability are identified
- Liaise with other Orwell departments and external agencies in meeting the needs of the community, particularly in relation to the environment and community safety.
- Participate in team meetings and share ideas for service improvements.

## Effective

- Comply with Orwell's Health & Safety policy and carry out activities in a safe manner.
- Seek to proactively improve value for money in your area of work and raise suggestions for improving value for money.
- Seek to proactively mitigate the actual and perceived risks in your area of work and raise suggestions for reducing risk.
- Adhere to Orwell's Lone Working policy and procedures
- Safely use equipment and chemicals
- Take care of all equipment and tools.
- Be prepared to respond to emergency situations.
- Work in an efficient and innovative way, to agreed timescales/schedules.
- Maintain building security by keeping keys and door entry codes safe and secure.
- Have an awareness of costs, work to budgets and timelines to meet Orwell's financial obligations

## Person Specification – Cleaner (Care and Support)

### Qualifications

Basic literacy and numeracy

### Experience

Cleaning experience

Ability to work within a team and as a lone worker using own initiative

Previous experience of working in a similar environment is desirable.

Previous key holder position is desirable

### Knowledge

COSHH (Control of Substances Hazardous to Health) knowledge

Health and Safety and Risk Assessments

Manual Handling

### Skills

Ability to use initiative and be flexible when problems/extraordinary circumstances occur.

Willingness to assist other team members, management team and other departments as much as practically possible.

Well-organised and able to keep good records for data protection and financial purposes.

Self-motivated and possess a proactive attitude, working with minimal supervision.

Able to work as part of a team and independently.

Flexible approach with good time management.

### Attributes

Commitment to the organisation

Communication and Influencing

Customer Service

Embracing Change

Equality and Diversity

Team working

Working Efficiently and Effectively