


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION	
Position:	Cleaner
Department:	Customer Services
Reports to:	Housing Officer
Band:	K
Date:	May 2016



Purpose of Job

To undertake a range of domestic and auxiliary duties in supported accommodation.

Main duties and responsibilities

1. Cleaning

- 1.1 To clean common areas i.e. offices, corridors, lounge area according to rota for cleaning duties.
- 1.2 To clean scheme toilets, and guest accommodation, bath and shower areas etc as required.
- 1.3 To polish surfaces, furniture, and office equipment as required by rota or otherwise.
- 1.4 To remove waste to bin area or disposal unit.
- 1.5 To assist in preparation of guest bedroom.

2. Involvement with Others

- 2.1 To assist and share knowledge and experience with colleagues as required.
- 2.2 To undertake any other tasks delegated by the Sheltered Housing Manager or Housing Officer

3. Working Relationships

- 3.1 The list below provides an outline of relationships:

Internal

- Customers / Other staff
- Sheltered Housing Manager
- Housing Officers

External

- Visitors to the development including families / external agencies

4. Performance Management

- 4.1 To work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
- 4.2 To operate within the Enhanced Housing Strategic Business Unit (SBU).

5. Other

- 5.1 This is a general Job Description in that hours and days of work will vary depending on the type of development and will be confirmed in contractual documentation.
- 5.2 This post is subject to enhanced Disclosure of Criminal Records via Disclosure Scotland.

Job Context and Other Relevant Information:

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed Line Manager (if applicable)

Signed Post holder

Person Specification

Job Title: Cleaner



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
• Able to maintain high standards of cleanliness and hygiene within the development and in other areas as required.	Essential
• Able to follow cleaning schedules and procedures	Essential
• Able to relate empathetically to older people and their needs and recognise their right to choice and independence	Essential
• Able to work individually and as part of a staff team	Essential
• Able to communicate with appropriate staff regarding customers' welfare / other issues	Essential
• Ability to communicate effectively with service users, colleagues and visitors to the development (good interpersonal skills)	Essential
• Able to carry out duties safely and identify and report hazards and risks.	Essential
• Basic written skills in order to complete relevant forms	Essential
• Basic IT skills including ability to use MS Word to read documents, Outlook for emails and search skills to use company Intranet	Desirable

2. Experience

This section specifies the level and quality of experience required.

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| • Experience of cleaning in a domestic or workplace setting | Desirable |
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3. Education/Qualifications

Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.

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| • Literacy and numeracy | Essential |
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4. Other

This section specifies other factors which may be necessary.

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| • To have a flexible approach to work | Essential |
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<ul style="list-style-type: none"> • To have a genuine interest in working with older people 	Essential
<p>5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice</p>	Essential

Job description latest update: 27 May 2015

http://thehub/workareas/humanresources/job_descriptions/cleaner.doc