



Job Description and Person Specification

Job details

Job title: Housing Scheme Cleaner

Grade:

Reports to: Sheltered Services Manager

Responsible for: 1st Class Services

Directorate and Service area: Adults, Health Partnerships and Housing – Sheltered Services

Purpose of the job

The post holder will be responsible for undertaking the cleaning of all communal areas, guest rooms, kitchens laundries and bathrooms in NNC'S sheltered housing schemes ensuring that they are kept in a fresh and hygienic condition.

There will be an emphasis on improving customer relations and increasing satisfaction levels with the homes and communities our customers live in and the services the council provides.

The post is part of the Sheltered Services Team and the post holder will deputise for other scheme cleaners in their absence to cover essential cleaning duties.

Principal responsibilities

1. Role Responsibilities

The post holder is expected to:

Be responsible at all times for providing a first class regular proactive, reactive cleaning service that meets high standards.

Cleaning Services

The post holder is expected to:

Clean accessible internal windowpanes and glazing to doors in communal areas

Vacuum carpeted areas

Dust and polish surfaces

Sweep and mop non carpeted areas

Clean non-residential doors frames and architraves in communal areas

Clean and disinfect communal wc's bathrooms and communal kitchen surfaces and equipment

Sweep external drying, bin store, entrances and exit areas

Provide details relating to the ordering of cleaning materials to senior Sheltered Services Officer

Maintain an accurate stock control record of materials used on site

Report any defects of cleaning equipment to the senior Sheltered Services Officer

Report property maintenance issues to the senior Sheltered Services Officer

Ensure safety of residents and visitors when cleaning communal areas

Follow health and safety procedures

Promote customer care and quality performance

Ensure the security of the building when on duty

Report any concerns for the health and wellbeing of tenants living in the Senior Sheltered Services Officer

Customer Service and Administrative Duties

The post holder is expected to:

Ensure a consistent, customer focused service is delivered at all schemes

Complete cleaning and inspection schedules

Complete stock ordering/equipment requests

Performance and Service Improvement

The Post holder is expected to:

Complete allocated tasks within acceptable timescales and meet deadlines.

Team Working and Relationships

The Post holder is expected to:

Work closely with all colleagues and ensure the service area has a strong and effective relationship with residents living in sheltered schemes.

Internally: Senior Sheltered Services Officers, Housing Caretaker, Control and response team, Sheltered Services Manager

Externally: contacts at local level will include tenants, relatives the emergency services including Police, Fire, Ambulance service and other health professionals who may require access to the building when the post holder is on site.

Key Role Accountabilities

The Post holder is expected to:

Deliver a 1st class cleaning service.

Record and ensure information is shared to resolve issues or concerns raised by sheltered housing tenants.

Be responsible for health safety and wellbeing of customers and team members.

Ensure the “Safeguarding” of all residents in accordance with NNC’s reporting procedures.

Identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

Misc Requirements

Maintain a working knowledge of COSHH Regulations and best cleaning practices appropriate to the duties and responsibilities of the role that would maximise opportunities for continued service improvement

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If there are any other special features of the job that need to be in the job description, please indicate them here.

The post holder may be expected to provide cleaning services at multiple sheltered schemes which will relate to their contracted hours. An allowance for mileage or public transport costs is payable for cleaners who cover multiple schemes on the same day.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Good basic level of education which includes including the ability to undertake basic maths and communicate in English	First Aid Qualification
Experience and Knowledge	Experience of working in a similar role and interacting with customers. Experience of general clerical and administrative duties Experience of managing and prioritising own workload Knowledge of COSHH regulations	
Ability and Skills	Ability to clean to high standards. Ability to remain calm, think logically and work under pressure when faced with situations that may be complex, traumatic, life threatening or challenging. Able to prioritise workloads & meet deadlines Good written skills to complete paperwork Excellent verbal skills Personal Qualities: Friendly Enthusiastic Trustworthy	

Attributes	Essential criteria	Desirable criteria
	Motivated Hardworking	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	This post is subject to a DBS check	Full driving licence and access to a vehicle for work