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| Job Title: | Cleaner | | | |
| Organisational Level: | Properties and Facilities | | | |
| Hours: | 37.5  Working hours includes 1 Saturday in 3 and some Bank Holidays) | Status: | | Permanent |
| Accountable to: | Properties and Facilities Team Manager | Responsible to: | | Properties and Facilities Team Manager |
| Remuneration:  Per annum | £20475 | Responsible for: | | N/A |
| Location: | Oxford City | | | |
| Date produced: | 25/05/2022 | Date for review: | 24/05/2023 | |

**Main purpose of job:**

Working as part of the properties and facilities team, cleaners are responsible for carrying out a range of cleaning duties. Areas to be covered include resident accommodation, offices, workrooms, kitchens and public areas.

**Organisational Structure:**

**Main Areas of Responsibility:**

1. **Cleaning duties relating to include all residential, office and staff areas and external areas**

* Using cleaning schedule, ensure all areas are cleaned within allocated working hours, prioritising urgent tasks as required.
* Regularly clean toilet / bathroom areas
* Ensure the usage of correct cleaning materials and chemicals in accordance with COSHH to ensure safe working
* Carry out all cleaning to an agreed high standard
* Ensure the usage of cleaning materials in a sensible economic manner avoiding waste
* Treat residents and their belongings in a respectful manner
* Ensure that all cleaning materials are stored safely and securely
* Ensure that waste and recycling bins are rotated to bin store with appropriate waste in each as per collection dates
* Care is taken not to disturb staff unnecessarily when working in office environments

1. **Laundry Operating Responsibilities**

* Carry out duties relating to washing, drying, folding and storing bed linen and towels
* Use laundry machines in accordance with instruction
* Keep laundry room clean, tidy and free of obstructions

**Other responsibilities:**

* Genuine interest in and commitment work and client group.
* An understanding of and commitment to diversity & equality.
* An understanding of and commitment to Safeguarding vulnerable adults
* Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
* Willingness to work flexibly in response to changing organisational requirements.
* To carry out any other duties and responsibilities commensurate with the post as required.
* The work of Homeless Oxfordshire requires a commitment to work across the whole organisation with other services and departments as appropriate.

**Team-wide responsibilities:**

Homeless Oxfordshire strives to be effective, appropriately challenge people and systems, inspire clients, our partners, and each other. We are responsive to need and compassionate. Above all we are brave and will not give up on people that society may have left behind.

**Key working relationships**

* Properties and Facilities Team Manager
* Properties and Facilities Assistant
* Cleaning colleagues
* Maintenance Operatives, Assistant and Trainee
* Commissioned Services (Support) Team
* Housing Management Team

**Safeguarding statement:**

Homeless Oxfordshire is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.

We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Company) to have read, understood and adhere to this policy and related procedures.

## Person Specification:

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| **Factors** | **Essential** | **Desirable** | **Recruitment Selection Method**  **(A**pplication**, I**nterview**, As**sessment**)** |
| **Knowledge, Experience, Qualifications, Professional Memberships & Training** | * Experience in undertaking a variety of cleaning tasks to a high standard * Knowledge of Health and Safety regulation and ability to apply those in everyday work * Possess a good level of numeracy and literacy with conversational spoken English * Must be able to use power equipment, negotiate staircases, carry reasonable loads unassisted * Physically fit to carry out cleaning duties including bending, walking, pushing, lifting and handling equipment. * Physically fit to move small furniture items such as chairs and tables etc. * • Ability to take instruction from line manager | * COSHH Trained * Fire Marshal Trained * Safer Handling Training * Health & Safety Level 1 & 2 * Emergency First Aid at Work Training | A + I |
| **Communication, Engagement & Relationships** | * Flexible approach to work including changed patterns of working. * Friendly and pleasant disposition. * Co-operative. * Able to support and contribute to the values of Home Oxfordshire |  | A+I |
| **Team Skills** | * Ability to establish constructive, professional relationship on different levels within the organisation and outside * Able to work effectively within a team. * Be flexible in approach to work including changed patterns of working * trustworthy and able to work as a member of a team and be self-motivated when working alone |  | A+I |
| **Analytical, Problem Solving & Judgement Skills** | * Be organised and able to work methodically in a safe, clean and tidy manner. * Awareness of when to report hazards or risks and who to report these to. * Ability to assess potential risks to self and /or others in carrying out cleaning activities * Have experience, ability and understanding in interpreting cleaning schedules | * Risk Assessment Awareness Training | A+I |
| **Planning & Organisational Skills** | * Possess good time management skills * Be able to work to time and work schedules * Ability to be punctual |  | A+I |
| **Standards & Compliance** | * Suitable to work with vulnerable adults and to support effective safeguarding of all young people throughout the College. * Adhere to Homeless Oxfordshire policies and procedures e.g., Health & Safety, Equality & Diversity, Safeguarding etc * Have a good understanding of Professional Boundaries * Have a good understanding of confidentiality issues | * GDPR Awareness Training * Safeguarding Training Level 1 & 2 * Professional Boundaries Awareness Training | A+I |
| **Equality, Diversity & Inclusivity** | * An understanding of and commitment to diversity & equality. | * Equality, Diversity and Inclusivity Awareness Training | A+I |
| **Personal / Professional Development** | * Participate in all supervision sessions with line manager and participate proactively in appraisals * Identify own training needs * Have a ‘hands-on’ approach and willingness to take on new responsibilities/training opportunities |  | A+I |

*This job description is a broad reflection of current duties, but it is not exhaustive. It will be reviewed on no less than an annual basis to reflect priorities and developments during the on-going appraisal and performance review process and any organisational change arising.*

**Best Practice Recruitment**

**Equality & Diversity**

The organisation is committed to achieving equality of opportunity for all employees and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

**Health & Safety**

The organisation recognises its duties under the Health and Safety at Work Act (1974) to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety. All employees under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

**Risk Management**

All employees will always follow risk management policies and procedures. All employees are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to the Properties and Facilities Manager and Health at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All employees have a responsibility to report accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All employees must use the safety equipment provided and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for employees, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

**Policies and Procedures**

Employees are expected to follow organisational policies, procedures, and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the BreatheHR system and Shared Drive.

The organisation operates a policy which promotes a smoke free environment.

**Appraisal and Personal Development**

The organisation is committed to lifelong learning for all employees and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs to meet the agreed performance standards.

**Information Governance**

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual. The job holder must adhere to information governance policies and procedures including the Data Protection Act (2018).

Managers have a responsibility to ensure that their employees are equipped with the necessary tools to use in the implementation of information governance.

**Equal Opportunities**

The organisation is committed to respect for others, equality of opportunity and diversity in the workplace. All managers and employees must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.

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| **Signed:** |  | **Line Manager Name:** | Amanda Murphy | **Date:** | 25/05/2022 |
| **Signed:** |  | **Employee Name:** |  | **Date:** | Click or tap to enter a date. |

