



Job Description

Job Title:	Cleaner
Grade:	NLW
Section:	Independent Living Schemes
Reports to:	Scheme Manager (Team Leader)
Responsible for:	None

The Job

Is to:

- ensure that the Independent Living Schemes are clean and tidy to the required standard expected by our customers; and
- work in line with health and safety policies and procedures in place at WDH

The Bigger Picture

Is to:

- ensure customers are happy in their environment due to high cleaning standards
- take pride in your day to day role; and
- carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- carry out general cleaning duties in the communal lounge, kitchen, laundry, bathroom, toilets and corridors; scooter park, spa room, hair salon, lift, office and IT suites;
- vacuum carpets in corridors, staircases and communal lounge;
- dust and polish furniture in communal areas;
- clean inside of windows in communal lounge and corridors and litter pick communal outside areas
- ensure the outside of the schemes is clean and tidy, free from hazards; and
- work in line with the control of substances hazardous to health (COSHH) regulations 2002.

Personal Contacts:

Internal: Tenants, WDH employees.

External: Visitors/Members of the public

The Specifics

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
A willingness to undertake any necessary training	✓		AF / I	

Determination				
Experience of cleaning large communal areas	✓		AF / I	✓

Nous				
Excellent customer care skills	✓		AF / I / R	✓
Awareness of Health and Safety procedures	✓		AF / I	
An ability to show tact and understanding towards the needs of the customers and to meet the high standards required	✓		AF / I / R	
Effective communication skills with employees, managers, tenants and stakeholders	✓		AF / I	
An ability to use the equipment provided	✓		AF / I	
Effective time management	✓		AF / I	

Attitude				
Have a positive can do attitude and show pride in the work delivered	✓		AF / I / R	
An ability to understand and carry out instructions	✓		AF / I / R	

Additional Requirements of the Job				
Flexible with working hours and place of work	✓		AF / I	✓

Key
 AF - Application Form
 I - Interview (this may include a presentation and occupational test where appropriate)
 CQ - Certificate of Qualification
 R- References