

Ross- Shire Women's Aid

Job Description & Person Specification



Job Title:	Cleaner
Responsible to:	Team Leader
Location:	Based in Dingwall
Salary:	£17,364 - £18,065 (pro-rata)
Hours of work:	8 hour per week; additional hours will be given for turnover of flats.

Job Purpose and Way of Working: The cleaner is responsible for maintaining the cleanliness of Ross-shire Women's Aid (RWA) office base and communal areas. You will also be responsible for cleaning refuge flats after a family leaves in preparation for the next resident. Due to this, hours may vary. There will be core hours for cleaning office and communal refuge areas, but a more flexible approach is required for turnover of refuge flats. The cleaner may be responsible for any or all the following tasks.

Key Activities & Responsibilities:

Refuge Flat Turnaround

- Deep clean refuge accommodation to a high standard in preparation for the next resident.
- Liaise with Admin & Facilities Officer on itinerary of flats so items can be repaired and replaced.
- Liaise with Admin & Facilities Officer on belongings left behind by residents.

Cleaning of Office Space & Communal Areas

- Deep clean offices, toilets, communal room, kitchen, laundry room, hallways, and stairwell.
- All areas to be deep cleaned and sanitised including furniture, chairs, tables, and equipment.
- Floors should be mopped or vacuumed. On occasion deep cleaning of carpets and furniture may be required.
- Windows, doors, handrails and handles to be cleaned.
- All bins to be emptied and rubbish discarded in general waste or recycling.
- Garden area to be kept clear.

Administration & Communication

- Report any repairs to Admin & Facilities Officer.
- Keep a cleaning schedule & record.
- Set up & maintain a cleaning order system.
- Report any concerns to Team Leader.

General

- Take personal responsibility for continuing professional development.
- Maintain the confidentiality of women and children using the service and, in all matters, relating to the organisation.
- Offer an equal service to all women and children regardless of intersectionality.
- Work within RWA policies and procedures and demonstrate a commitment to the values and ethos of RWA.
- Positively promote the feminist analysis of domestic abuse and the work of RWA in the community.

Additional Requirements

The responsibilities attached to posts may vary from time-to-time without changing the general character of the level of responsibility entailed. This is a physically demanding position. There is a separate office to our Refuge office therefore a driving license would be easier to get between the two facilities, however they are in walking distance.

Person Specification

Person Specification	Essential	Desirable
Experience & Knowledge		
Experience in cleaning and cleaning products	<input checked="" type="checkbox"/>	
Ability to undertake housekeeping and cleaning duties	<input checked="" type="checkbox"/>	
Ability to carry out manual handling	<input checked="" type="checkbox"/>	
Experience of lone working settings and procedures		<input checked="" type="checkbox"/>
Knowledge of Health & Safety in relation to cleaning products and equipment	<input checked="" type="checkbox"/>	
Understanding of the issues and support needs of women and children who are experiencing domestic abuse		<input checked="" type="checkbox"/>
Knowledge of the feminist perspective of domestic abuse		<input checked="" type="checkbox"/>
Skills		
Good communication skills	<input checked="" type="checkbox"/>	
Self-motivated and able to take responsibility and use own initiative for own tasks whilst realising own limitations	<input checked="" type="checkbox"/>	
Ability to order stock and have stock control skills in relation to cleaning supplies	<input checked="" type="checkbox"/>	
Maintain accurate and up to date records of the service and practices	<input checked="" type="checkbox"/>	
Good organisational, communication and listening skills	<input checked="" type="checkbox"/>	
Attributes & Commitments		
Promoting rights of women and children and positive promotion of the organisation	<input checked="" type="checkbox"/>	
Promoting and practicing a fully inclusive and non-discriminatory equality service.	<input checked="" type="checkbox"/>	
Acceptance and sensitivity to the need for professional confidentiality	<input checked="" type="checkbox"/>	
Other		
Flexibility / availability to respond to the needs of the service i.e., occasional weekend work may be required, and hours adjusted to accommodate turnover of flats	<input checked="" type="checkbox"/>	