

Job Description – Cleaner

Job Title: Cleaner

Accountable to: Facilities Manager

Location: Dundee

Other: 15 hours per week. Occasional overtime requirements to a maximum of 20hrs per week. Evenings and weekends in exceptional circumstances.

PURPOSE OF THE POST

The cleaner is responsible for maintaining the cleanliness of our office base and communal areas within refuge by performing various cleaning duties. The cleaner will also be required to assist in the cleaning of refuge accommodation after a woman leaves in preparation for the next resident. Duties and hours may vary. There will be core hours for cleaning office and communal refuge areas but a more flexible approach to refuge turnover. The cleaner may be responsible for any or all of the following tasks. Tasks may also change throughout a cleaner’s employment.

KEY RESPONSIBILITIES

**Office**

* Maintain the cleanliness of the office premises to a high standard.

**Refuges**

* Deep clean refuge accommodation to a high standard after a resident has left.

**Toilets**

* Clean and disinfect sinks, countertops, toilets, mirrors, floors, etc. Replenish bathroom supplies. Polish metalwork, such as fixtures and fittings.

**Floors**

* Sweep, mop, vacuum floors using brooms, mops and vacuum cleaners. Other floor work may be required such as scrubbing, waxing and polishing floors.

**Staff rooms/Kitchenettes**

* Clean and disinfect sinks, countertops, tables, chairs, kitchen units, refrigerators, cookers etc. Replenish staff room supplies.

**Dust:**

* Dust furniture, equipment, partitions, etc.

**Rubbish**

* Empty waste bins and recyclables and transport to disposal area.

**Administration**

* Keep up to date with paperwork and associated tasks.

**Other Duties**

* Clean rugs, carpets, and upholstered furniture, using vacuum cleaner.
* Wash walls and woodwork. Wash windows, door panels, partitions, sills, etc.
* Bag up any belongings left behind by residents.
* Report any repairs or concerns.
* Order cleaning supplies.

EXPECTATIONS

The post holder must:

* Report to work each day and on time, and work extra hours when needed.
* Comply with proper safety policies and procedures as required (i.e. when using cleaning chemicals, reporting incidents, etc.)
* Be IT literate and be able to use Microsoft Outlook, Word and DWA Client Database in regards to cleaning related issues. Minimal time will be spent using IT.
* Keep records up to date.
* Provide excellent level of customer service to both internal and external stakeholders. The post holder must be able to determine the neatness, accuracy and thoroughness of the work assigned.
* Hold a valid driving licence and have access to a car with business insurance cover. The post holder will be required to travel for business. Applicants without a driving licence and access to a car with business insurance will not be shortlisted.

*This job description cannot cover every issue or task that may arise within the scope of the post. The post-holder will be expected to carry out other duties from time to time which are broadly consistent with the duties as detailed above*

Person Specification – Cleaner

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| **What Dundee Women’s Aid is Looking For** | **Essential/****Desirable** |
| **Requirement** |
| Willingness to undertake appropriate and relevant training | Essential |
| Awareness of Domestic Abuse and its cause and effects | Desirable |
| **Skills and knowledge** |
| Experience in cleaning | Essential |
| Ability to undertake house-keeping & caretaking duties | Essential |
| Ability to work in an organised manner | Essential |
| Good Communication skills, both written & verbal  | Essential |
| Excellent interpersonal skills | Essential |
| Ability to carry out manual handling | Essential |
| Ability to maintain records including electronically | Essential |
| Ability to demonstrate commitment to equal opportunities | Essential |
| Ability to order stock and have stock control skills in relation to cleaning supplies | Essential |
| Knowledge of Health & Safety in relation to cleaning equipment and materials | Essential |
| **Working Approach** |
| A sensitive and non-judgemental approach to working with women  | Essential |
| Maintain strict professional boundaries | Essential |
| **Personal Qualities** |
| Understanding of confidentiality | Essential |
| Ability to work on own initiative and as part of a team | Essential |
| Ability to work flexibly and undertake weekend/evening work | Essential |
| Member of PVG Scheme (Adults) or willingness to become a member of the PVG Scheme with satisfactory Scheme Record and/or Scheme Record Update. | Essential |
| Driving licence and access to a car with insurance cover for business use. | Essential |