**Role Profile**

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| **Job title:** Cleaner |
| **Department:** Customer Services |
| **Reports to:** Court Co-ordinator |
| **Grade:** 1 |
| **Staff responsibility:** None |

**Organisational Structure**

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| Housing Officer |

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| Court Co-ordinator |

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| Cleaner |

**Job Purpose**

To undertake essential tasks within the Court to ensure standards of cleanliness are maintained and to maintain confidentiality of the Court and its tenants.

**Key Accountabilities**

Core Tasks:

* Vacuum, polish and clean all communal areas including office
* Clean void properties (if contractor not used)
* Clean soft furnishing in communal areas
* Clean guest rooms and launder guest room linen
* Ensure supplies of hand towels, toilet roll and soap in communal toilets and laundry
* Clean communal toilets
* Assist SHSM when testing alarm systems

Other central tasks:(following completion of core tasks):

* Clean hairdressers facility (where applicable)
* High dusting (in conjunction with other staff)
* Thoroughly clean the kitchen i.e. inside cupboards and drawers
* To adhere to the Association’s Health and Safety Policy
* Any other reasonable task as requested by the Court Co-ordinator

**Person Specification**

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| **Experience / Knowledge** |
| * Experience of cleaning in a relevant role |
| **Skills and Abilities** |
| **Essential:**   * Proven experience in a similar role * Excellent customer service skills required * Give general advice if required and occasionally dealing with conflict situations if Court Co-ordinator not in attendance. * Able to prioritise own day and duties * Inform Court Co-ordinator when stock is required |
| **Personal Qualities** |
| * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes) * Delegating (appropriately designates responsibility and refers problems or activities to others for effective action) * Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation) * Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes). * Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations). * Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities) * Listening (draws out opinions and information from others in face-to-face interaction) * Communication (is proficient in both written and verbal communication) |

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance