**Role Profile**

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

**Organisational Structure**

|  |
| --- |
| Director of Customer Service |

|  |
| --- |
| Head of Customer Services (Tenancy) |

|  |
| --- |
| Service Manager |

|  |
| --- |
| Housing Officer |

|  |
| --- |
| Court Co-ordinator |

|  |
| --- |
| 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

Other:

Any other reasonable task as requested by the Court Co-ordinator

**Core Competencies**

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