



JOB DESCRIPTION

TITLE OF POST:	Cleaner
HOURS:	Part Time – 20 hours per week (Monday – Friday)
LOCATION:	St Luke's, Kennington, SE11 4NT
RESPONSIBLE TO:	Business Development Co-Ordinator

PURPOSE OF THE POST

The main purpose of the job of a Cleaner is ensuring that the cleanliness of the building is maintained to a very high standard. The post holder will be expected to carry out all cleaning duties. Ensuring that cleaning schedules are adhered to and that all cleaning equipment is used correctly and safely.

MAIN TASKS AND RESPONSIBILITIES

1. CLIENT SUPPORT

- 1.1 To ensure cleaning of all areas of the building are to the highest standard, including grounds.
- 1.2 Keeping all areas of the building, including all toilets, clean and tidy. This includes washing, dusting, polishing, vacuum cleaning and sweeping as appropriate.
- 1.3 To complete deep cleaning duties when required.
- 1.4 To observe confidentiality at all times.
- 1.5 To have an understanding of the needs of the client group and to assess each situation as they arise on its own merit.
- 1.6 Obtain feedback from residents and staff regarding cleaning and quality to ensure that we are meeting the needs of the service and our residents at all times.
- 1.7 Work closely with colleagues and ensuring risks are kept to a minimum.

2. FINANCIAL AND ADMINISTRATIVE DUTIES

- 2.1 To notify the relevant workers when stocks and supplies are short, and to order these

when required to do so.

- 2.2 To maintain cleaning schedules and ensure that they are adhered too, including arranging commercial bin collection schedules are adhered to.
- 2.3 When needed ensure deliveries are checked against order forms and ensure that invoices are accurate, and to action any discrepancies immediately.
- 2.4 To adhere to West London Mission's Health and Safety Policy in all aspects of the work.
- 2.5 To carry out health and safety checks in line with policy and keep records as required.
- 2.6 To monitor the standard of the accommodation, to ensure that they are consistently high throughout. This includes identifying and reporting repairs and maintenance of equipment are kept to a high standard.
- 2.7 To support residents in maintaining standards of hygiene under the guidance of duty staff/ management.

3. OTHER DUTIES

- 3.1 To attend meetings as and when required as agreed with the manager and or deputy manager.
- 3.2 To join West London Mission in-house and other training, and where possible to become involved with working parties and/or surveys.
- 3.3 To carry out specialist duties as agreed with the Manager.
- 3.4 To adhere to West London Mission's Equal Opportunities Policy and Health and Safety Policy in all aspects of the work.
- 3.5 To adhere to West London Mission's Code of Conduct.
- 3.6 To attend and contribute to regular supervision with the Deputy Manager.
- 3.7 To attend and contribute to an annual appraisal.
- 3.8 To undertake such other duties, consistent with the general tenor of this job description as may be reasonably required.

PERSON SPECIFICATION

POST: Cleaner

LOCATION: St Luke's

We want a Cleaner who can demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having direct previous experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- **Client focus**
- **Organisation and planning**
- **Proactivity and initiative**
- **Communication**
- **Team Work**
- **Administration and IT**

Although we are keeping direct experience /knowledge requirements to a minimum, we do need you to use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in Sections below (addressing each point in order).

1. Previous Experience

1.1 Experience of domestic duties.

1.2 Some experience of dealing directly with the public and/or clients or customers in a busy service environment

2. Special Knowledge and Requirements

2.1 Working knowledge of COSHH

2.2 Ability to communicate positively with colleagues and residents on a day-to-day basis

2.3 Ability to communicate effectively in English

2.4 Ability to maintain written and numerical records.

2.5 Understanding of some of the kinds of challenging behaviour that clients might demonstrate and awareness of basic strategies for dealing with challenging behaviour.

2.6 Understanding of:

(a) The importance of confidentiality in relation to work

(b) Professional boundary issues

2.7 An understanding of and the commitment to diversity & equality as it applies to a supportive service and in the workplace.

3. Additional Requirements

3.1 Willingness and ability to work some weekends.

3.2 Willingness and ability to work outside of shift/rota on occasions

3.3 Willingness to work flexibility in response to changing organisational requirements.

3.4 Commitment to WLM's values and understanding of its Christian ethos'