

Housing Plus Group
Job profile and person specification

Role title	FM Cleaner	Date	September 2024
Reports to	Facilities Manager	Version	2
DBS	Basic		

Job purpose:

To undertake cleaning at Offices or Communal Meeting Rooms in Sheltered Housing Schemes. Other premises may be added to this by agreement

Main accountabilities: List in order of priority, the major activities, or functions necessary to achieve the job's end results.

1	Clean common areas i.e. offices, corridors, lounge area according to rota for cleaning duties.
2	Clean toilets, and guest accommodation, bath and shower areas etc. as required.
3	Polish surfaces, furniture, and office equipment as required by rota or otherwise.
4	Replenish consumable items (soap, toilet rolls, paper towels) if required within the contract.
5	To use such chemical agents as directed by the supervising officer in discharge of cleaning operations or maintenance procedures (after receiving proper instruction and training). The cleaner is required to use only approved cleaning materials.
6	Empty waste bins or similar receptacles and transport waste materials to designated collection points.
7	Report any emergency maintenance problems to include toilets and other water fixtures to the Facilities Manager immediately
8	Report any security or safety violations to the Facilities Manager immediately.
9	To wear appropriate uniform and personal protective equipment in accordance with the job you are performing
10	Report any incident or accident to the Facilities Manager.
11	To lock and unlock windows and doors as directed
12	Ensure mops, cloths etc., are washed and left to dry as appropriate at the end of each session.
13	Ensure the Facilities Manager is made aware of low stock levels of materials and equipment for which you are responsible.
14	To provide covering on a rota basis for absent colleagues when required, which may involve some change in hours/times
15	To undertake continued training and development as identified.
16	The post holder is expected to carry out other duties requested by the Management team from time to time.

Health and Safety: In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Supervisor / Line Manager and/or Trade Union Representative / Safety Representative achieve our Health & Safety aims and objectives you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

Role Specific responsibilities example

- Nil

Data Protection:

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities:
Project Management related to role activity – managing change, implementation of new systems

Essential
/Desirable

Knowledge, skills and abilities: Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.		
1	Qualifications:	
	Literate and numerate to Key Skills Entry Level 1	Essential
2	Relevant Experience:	
	Experience of carrying out basic cleaning tasks	Desirable
	Knowledge of basic health & safety requirements	Desirable
3	Skills and Abilities:	
	Ability to carry out the work under minimal supervision	Essential
	Ability to perform the physical tasks required by the post, including lifting, carrying and pushing waste bins, cleaning trolleys and vacuum cleaners. Being able to move chairs, tables and other office furniture in order to undertake cleaning duties	Essential
	Able to fulfil their cleaning rota within the required time period to the quality standard expected	Essential
4	Customer service and quality focus:	
	Displays commitment to the protection and safeguarding of children and vulnerable adults	Essential
	Trustworthy, maintaining confidentiality at all times to prevent disclosure of confidential and sensitive information	Essential
	Takes pride in a job well done, committed to achieving high standards of cleanliness, hygiene and customer care	Essential
	The ability to create positive working relationships with colleagues and provide excellent customer service to our customers	Essential
5	Special Requirements:	
	Clean Driving Licence	Essential

Further relevant information

Training Plan

Mandatory training	Role related training	Person Specific training
GDPR Awareness	Carval system	
Fire Awareness	Manual Handling	
Health and Safety		
Cyber Security		
Safeguarding Awareness		