



## Job Description

Job Title	CLEANER
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Core Purpose of Job	To be responsible for the general cleaning of the premises, ensuring all cleaning materials/equipment are handled and utilised in a safe, conscientious manner. Providing a good quality standard.
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Organisational Expectations	<p>Rowan Alba aims to provide a high-quality service adhering to the principals of best practice, promoting equal opportunities, and working positively with diversity. Rowan Alba is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.</p> <p>The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and those in contact with the organisation. You are expected to always uphold the values and ethos of rowan Alba.</p>
Organisational Position	Reporting directly to the Senior Support Worker (line manager). The Senior Support Worker is a member of the management team, and as such shares responsibility for the leadership of the organisation and the management of staff.

Key Tasks:	
1	Cleaning of all surfaces, internal glass, floors, skirtings, furniture, fixtures, and fittings within the building. Emptying litter and recycling bins.
2	Cleaning of sanitary areas, toilets and showers and the replenishment of washroom consumables.
3	Report safety or maintenance issues to duty staff / line manager.
4	Emergency and re-active cleaning as required, e.g. removal of graffiti, body fluid spillages and accidental spillages.

5	Complete other tasks as may reasonably required that relate to the role, including supporting cleaning tasks across other Rowan Alba services.

<b>Authority Levels</b>	
Financial and tangible resources	To be aware of and adhere to all relevant financial procedures and regulations of the company and to report any discrepancies either on the part of the post holder or others to the manager immediately.
People	The cleaning operative will have no direct line management responsibility, however on occasion may be required to support induction of new staff in the absence of the line manager.

<b>Accountability</b>	
Freedom to act	To work within the framework of, and promote adherence to, Rowan Alba's structure, policies, and procedures to achieve best practice with individuals using our service and those commissioning them.
Risk Management	To be aware of and work within Rowan Alba's Health and Safety policy, to report any issue of concern and identify and analyse any risks.



Communication	
Contact inside the organisation	<ul style="list-style-type: none"> <li>• Seek advice when necessary</li> <li>• Provide clear and accurate information</li> <li>• Use appropriate body language and eye contact</li> <li>• Use simple and clear language</li> <li>• Listens carefully and asks questions if understanding is unclear</li> </ul>

Competencies required	
Core Competencies	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to a good quality service</li> <li>• Care and cleanliness of all equipment used in carrying out the duties</li> <li>• Understanding or how to handle cleaning products safely, including harsh chemicals</li> <li>• Ability to operate cleaning tools</li> <li>• Ability to measure cleaning fluids</li> </ul>



## Person Specification

The person specification should be read in conjunction with the job description. It is used at the shortlisting and interview stages to decide how suitable each candidate is to take on the role.

Rowan Alba does not necessarily expect that each candidate will fulfil all the criteria listed, but any 'gaps' could form areas of development in the future.

Experience	
Essential	<ul style="list-style-type: none"> <li>• Cleaning experience</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Experience with a variety of cleaning tools and equipment</li> <li>• Use of cleaning machinery</li> </ul>

Knowledge and understanding	
Essential	<ul style="list-style-type: none"> <li>• Awareness of health and safety in a cleaning environment</li> <li>• Knowledge of general cleaning skills</li> <li>• Ability to understand instructions</li> </ul>

Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> <li>• Ability to work on your own and in a team environment</li> <li>• Consistency and attentiveness</li> <li>• Honesty</li> <li>• Versatility</li> <li>• Discretion</li> <li>• Good time management</li> <li>• Friendliness</li> <li>• Ability to co-ordinate a range of duties and meet deadlines</li> <li>• Self-motivated and the ability to carry out duties with minimal supervision and the ability to work under pressure</li> </ul>

Desirable	<ul style="list-style-type: none"><li>• Problem solving</li></ul>
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Other essential requirements	
Essential	<ul style="list-style-type: none"><li>• Clear understanding of the role and responsibilities at every level of the service delivery</li><li>• Non-judgemental and accepting</li></ul>

**This job description outlines the general ways in which it is expected you meet the overall post.**

**The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. This job description is subject to regular review.**