

<b>Job title:</b>	Scheme Cleaner
<b>Directorate:</b>	Housing and Community Investment
<b>Date written:</b>	March 2022
<b>Notice period:</b>	1 month
<b>Job grade:</b>	GGSC - 4
<b>Job code:</b>	1571

### Purpose of job

Ensure that our customers living in Independent Living, receive a high-quality cleaning service that enhances Abri's reputation for excellent customer satisfaction.

Where a support laundry is provided at the scheme, operate and manage the service.

### Key duties and responsibilities

- Clean all communal areas of the Independent Living Schemes. Complete any unscheduled cleaning tasks as required. Act sensitively and quickly on customer feedback to address any areas of concern.
- Where identified, whilst carrying out day-to-day duties, report maintenance problems to the Independent Living Partner, or the Customer Service Centre.
- Carry out weekly flushing of communal water outlets in line with Legionnaire checks and sign off on the schedule.
- Assist the Independent Living Partner with compliance tasks, including fire alarm testing.
- Where applicable, efficiently run and administer the laundry service in conjunction with the Independent Living Partner, ensuring that the Support Laundry Procedure is adhered to.
- Ensure the 'specification for frequency of cleaning' for each scheme is adhered to.
- Assist the Scheme Services Co-ordinator to ensure cleaning supplies are well stocked.
- Report management problems identified to the Independent Living Partner e.g. abandoned flats, dumped furniture and noise problems.
- Be receptive to the needs and concerns of customers and report any concerns to the Independent Living Partner.

- Undertake any duties, as may be necessary, to keep the premises and their surroundings clean and in good condition, including stripping and remaking guest room beds and laundering sheets where required.
- Comply with the requirements of the Data Protection Act and associated policies and procedures insofar as they relate to the duties of the post.
- Assist Independent Living Partners and the Scheme Services Manager in the resolution of complaints and enquiries by providing information, as requested.
- Work effectively across all teams and departments to ensure that excellent working relationships are developed and maintained with the common goal of providing excellent customer service.
- Participate fully in effective health and safety management practices and risk minimisation control measures, as instructed by the Scheme Services Manager.
- Carry out other duties appropriate to the post, as necessary or as requested.

#### **Knowledge, skills and experience required**

- Demonstrable experience of undertaking a range of cleaning duties and maintaining high standards of cleanliness in accordance with specified schedules.
- Experience of managing a small laundry service, is desirable.
- Evidence of the ability to maintain accurate customer records and basic financial information.
- A service-orientated outlook and attitude with a genuine desire to go the 'extra mile' for customers.
- Evidence of the ability to communicate clearly and effectively with customers.
- Self-motivated with the ability to act on own initiative.
- Experience of prioritising own work and responding flexibly to changing needs.
- Experience of working in an organised manner paying attention to detail.
- Knowledge of Health & Safety Regulations (General) and Control of Substances Hazardous to Health (COSHH).
- Experience of recommending workable solutions to problems encountered.
- Full clean driving licence and/or ability to travel in a timely and efficient manner to visit other sites, frequently located in areas not covered by public transport. Willing to work at various locations, as required.
- Able to work flexibly as required - may occasionally need to work outside of normal working hours including evenings or weekends.
- Demonstrates our Values and Behaviours.