

## Job Description

### Cleaner

**Location:** 446 Fulham Road, London SW6 1DT but will required to travel to other Stoll-owned or managed properties in order to fulfil their duties.

**Responsible to:** Senior Housing Officer

### Role purpose

- To provide a good quality and efficient cleaning service to all internal communal areas, community and office facilities at Stoll housing developments.

### Key Responsibilities

#### Customer Focus

- Cleaning of all internal communal areas of residential blocks, community and office facilities in accordance with an agreed rota and specification.
- Cleaning and preparation of guest rooms for occupation.
- Assistance with the delivery of Stoll letters or circulars as required
- Assistance with cleaning or domestic tasks in individual properties as may be required from time to time.
- Support community events and meetings at Stoll developments

#### Teamwork

- The postholder must be reliable, punctual and dependable as this is an important service for both residents and staff.
- Contribute positively to working in a team and across Stoll to deliver quality services to tenants/residents
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings
- Act in a professional manner while on duty and when representing Stoll

### **Quality and regulatory compliance**

- Continuously look to improve the quality of the cleaning service responding positively to customer feedback and complaints
- Maintain confidentiality of records and information relating to tenants and staff in accordance with Stoll's Confidentiality Policy
- Work respectfully with colleagues, residents and visitors of diverse ages, backgrounds, capabilities, culture and ethnicity

### **Health and Safety**

- Work in accordance with Stoll policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses
- Be mindful of personal safety at all times

### **Other**

- Carry out any other reasonable duties as required by the Housing Officer
- May sometimes be required to clean empty residences

## Person Specification

### Cleaner

#### Experience

Previous experience in a cleaning/caretaking role

An understanding of, and commitment to, the aims and ethos of Stoll

#### Knowledge

Awareness of Health and Safety issues in relation to cleaning

Ability to communicate effectively to tenants, some of whom are elderly and/or vulnerable

Ability to deal with situations where customers are unhappy or distressed calmly and professionally

Able to work proactively within a team and keep colleagues informed of issues and concerns

#### Core Competencies

##### Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

##### Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

##### Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

##### Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

##### Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly to meet changing work priorities and demands

- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

### **Commitment to Health & Safety**

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

### **Frontline Competencies**

#### **Working with Customers**

- A focus on maximising the independence of our Customers in all interventions
- A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
- An understanding of support issues particularly relating to Veterans

#### **Communication**

- The ability to communicate effectively with all Customers

#### **Health and Safety**

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: