**JOB DESCRIPTION**

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| **1.** **JOB DETAILS** |  |
|  **Job Title:** | Cleaner |
|  **Location:** | VS/HWC development |
|  **Team/Directorate:** | Care SBU (customer services) |
|  **Responsible To:** | VSM/DM |
|  **Responsible For:** | N/A |
|  **Indirectly Responsible For:** | N/A |

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| 2. JOB PURPOSE |  |

Perform a range of domestic duties within the common areas of the development.

Perform ancillary catering duties where applicable to the service.

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| 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES |

**3.1** **Main Duties and Responsibilities**

* Follow current COSHH and Health Protection Scotland Guidance.
* Follow Food safety Guidance if applicable to the service
* Adhere to and satisfy Environmental Health and Food Regulatory conditions if applicable to the service
* Follow the agreed cleaning schedule for the development.

* [Plan](https://en.wikipedia.org/wiki/Planning%22%20%5Co%20%22Planning) and exercise [conscious](https://en.wikipedia.org/wiki/Conscious) control of time spent on specific activities, to increase [efficiency](https://en.wikipedia.org/wiki/Efficiency) and [productivity](https://en.wikipedia.org/wiki/Productivity) when domestic hours have been reduced.
* Participate in the review of the cleaning schedule to identity areas of concern or that need attention.
* Maintain high standards of personal hygiene at all times

# 3.2 Key Relationships – Internal & External

**Internal**

* Develop and maintain relationships with Support Workers and carers where applicable to the service.
* Develop and maintain relationships with other Catering staff where applicable to the service
* Accept support and guidance from VS/HWC/Dev managers
* Accept support and guidance from Operations Manager

**External**

* Develop and maintain relationships with customers and families to review practice
* Work with and maintain relationships with external agencies
* Work with and assist external Contractors visiting the service for maintenance
* Assist and develop relationships with visitors, promoting the service to them

# 3.3 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Hanover.
* Complete online training as and when required.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.4 General

* Be aware of and always adhere to Hanover’s policies and procedures.
* Take part in performance reviews and one to one meetings with your manager throughout the year.
* Cooperate with other Hanover departments to achieve good outcomes for our customers, colleagues, and contractors.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
* Be an ambassador of Hanover’s values and behaviours at all times and demonstrate high levels of integrity in the course of your duties.

**3.5 Other**

* Always apply Hanover’s values and behaviours to every aspect of the role
* Protect and enhance the interests and reputation of Hanover internally and externally.
* Act as a role model and always treat colleagues and customers with integrity and respect.
* Comply with Hanover’s Code of Conduct.

**DOMESTIC ASSISTANT**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications and specific training** | To hold or work towards elementary REHIS for kitchen domesticsCOSHH training for chemicals |  |
| **Experience** | Demonstrable experience in a domestic role | Demonstrable experience of working with vulnerable groupsDemonstrable experience of kitchen ancillary duties if applicable to the service |
| **Knowledge** | Awareness of the importance of high standards of health and safety and hygiene | An understanding of Food safety for Kitchen domestics |
| **Skills** | To be able to read and understand COSHH and safety data sheetsBasic IT skills including ability to use the Association’s Intranet | Ability to stock control cleaning materials |
| **Personal attributes** | Ability to work as part of a small teamAbility to use own initiative |  |
| **Additional requirements** | The post is physically demandingThe post is subject to enhanced criminal records disclosure via Disclosure Scotland |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**