



**CLEANING  
ASSISTANT**

**The Wrekin**  
Housing Group

Job Description and Person Specification  
April 2021

## **THE WREKIN HOUSING GROUP**

### **JOB DESCRIPTION – CLEANING ASSISTANT**

**RESPONSIBLE TO:**       **Facilities Coordinator**

#### **Role Purpose**

As part of a team or as an individual, the post holder will be responsible to clean identified areas within designated buildings owned by the Wrekin Housing Group, and ensure that standards are maintained in line with the agreed specification.

The role is based within a front line environment, therefore, the post holder will be expected to liaise with staff and customers in a polite, professional and friendly manner at all times.

#### **Key Objectives**

- To clean all areas of the building as deemed appropriate, including (but not exclusive to) : empty properties before re-letting, communal rooms, kitchens, bathrooms, bedrooms, offices, corridors, toilet areas, halls and meeting rooms
- To undertake activities including sweeping, mopping and vacuuming
- Use of electrical cleaning equipment in designated areas when required
- Polishing and dusting of fixtures & fittings
- Emptying of litter bins
- Sanitising and wiping all touch points, edges and ledges
- Litter picking and removal of debris from entrances and gardens
- Any other duties that would reasonably be expected of the post holder
- Liaison with customers

#### **Contacts & Relationships**

The post holder will be expected to communicate effectively with a variety of people, including:

- Project Manager
- Operational Manager
- Cleaning colleagues
- Customers
- Building staff , including a site manager
- Area teams

## **Management & Supervision**

- The post holder will work alongside but not be responsible for a Kick Start employee
- The post holder will be managed by an Operational Manager
- The Project Manager will communicate priorities and manage overall performance

## **Complexity**

The post holder will be required to work alone or sometimes with the Kick Start employee.

Occasionally they may be asked to work on specialist cleaning projects as directed by the operational or project manager.

## **Resources**

The post holder will use various cleaning equipment, vacuum cleaners, carpet cleaners, hand held scrubbing equipment, cloths and mopping equipment.

## **Duties**

The main duties will include keeping buildings clean and safe for the use of staff and public in line with Health and Safety requirements, Risk Assessments and COSHH regulations relating to site cleanliness and welfare of building users.

The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.

## **Physical Demands**

- Pushing and pulling of equipment
- Mopping of hard floors
- Emptying of waste bins up to 10 litres in size
- Filling and emptying of mop buckets

## **Working Environment**

The post is based mainly inside, but will require outside work occasionally.

The post holder will dilute and mix chemicals in line with COSHH assessments and risk assessments.

The post holder will be responsible for ensuring cleaning tasks are carried out safely, in line with the cleaning specification and risk assessments.

The post holder will be expected to actively follow Wrekin Housing Group's policies, including; code of conduct and data protection and confidentiality.

The post holder will be expected to maintain an awareness and observation of fire risk regulations.

## **PERSON SPECIFICATION**

### **CLEANING ASSISTANT**

#### **Criteria Standard**

**Qualifications** - No formal qualifications are required, but the post holder must be able to read and write and hold a current UK driving license.

**Experience** - Some experience of working at an operational site in a similar role would be beneficial.

**Knowledge** - Some knowledge of operational cleaning practices and Health and Safety procedures would be beneficial.

#### **Personal Skills**


The post holder must have the ability to:

- Work in an organised manner
- Understand and follow instruction from managers
- To work independently, but also be a good team player when the need arises
- To be flexible and adapt to change
- Be reliable
- Be Honest
- Be able to communicate clearly and effectively
- Able to prioritise and meet deadlines
- Have integrity
- Be motivated
- Be well presented
- Have an approachable and friendly disposition

#### **Personal style & behaviours**

The post holder will need to be able to work effectively with the local area teams, site managers and customers, to enable delivery of a stream lined, efficient and friendly service.

As a Group employee you will be supported and expected to demonstrate the Group's core values and behaviours.



The post holder will need to be able to develop good relationships with others by behaving with integrity, treating people with respect and leading by example.

They must demonstrate a professional approach, which generates credibility and confidence.