

DIRECTORATE OF ESTATES AND FACILITIES

FACILITIES

JOB DESCRIPTION – Cleaner

TITLE:	Cleaner
ACCOUNTABLE TO:	Cleaning Manager, Site Services
RESPONSIBLE FOR:	Cleaning

JOB PURPOSE

To provide the cleaning services, as part of the Site Services team in providing a high quality cleaning service supplying the organisation's core services in terms of a comprehensive, professional and integrated cleaning service within the community premises. This role is a vital and essential element to healthcare safety and compliance with infection prevention and control standards.

Job objectives and responsibilities

- Provides cleaning services in accordance with training, throughout the hospital as assigned by their Team Leader/Manager.
- Ensures high standards of cleaning within both clinical and non-clinical areas of the hospital. All areas are to be cleaned to the prevailing standards.
- Cleans ward areas according to a schedule ensuring the environment is to the highest standard, and that infection risks are kept to a minimum. For example; high dusting, damp dusting, floor area, fixtures and fittings, low dusting
- Responsible for cleaning during and after reported infectious outbreaks to reduce / remove the risk of infection throughout the hospital.
- Brings to the attention of the line manager any apparent deficiencies in systems of work or equipment provided that pose danger or risks to health and safety.
- Clean clinical & non-clinical areas (including sanitary areas and thoroughfares), ensuring the hospital is perceived as clean from the moment of entry.
- Carries out ad-hoc tasks as required by their supervisor to ensure the hospital remains contractually compliant
- Provides a great level of customer service to all patients, staff and various stakeholders

Main duties

- Provide excellent customer service to patient's and colleagues throughout the Trust
- Uses cleaning products carefully, and in line with instructions and provided training,
- Looks after equipment, keeping it clean, well maintained and is a safe working order
- Reports any safety deficiencies, incidents, near misses, ill health and environmental incidents to their manager.
- Complies with standards as set up in the company procedures and through training delivered.
- Ensures that all times they comply with the NHS colour coding system
- Has full knowledge and understanding of the designated cleaning area, including the agreed work to be carried out and time allocated to their area.
- Ensures that the reactive cleaning is completed within agreed timescales following the direction of supervisors and facilities helpdesk.
- Effectively cleans clinical / non-clinical and sanitary areas within the allocated area of the hospital using the correct tools and equipment. All areas to be cleaned to the prevailing standards.
- Undertakes additional duties as required by their supervisor in line with capabilities.
- Communicates effectively with all the teams to ensure there is a seamless way of working across the contract.

Person Specification

KEY: Application form = A Interview = I References = R Skills test = S

	Essential	Desirable	Method of Assessment
Qualifications and Training	<p>Basic understanding or a willingness to complete appropriate qualification and training which includes:</p> <ul style="list-style-type: none"> • Knowledge of cleaning procedures • COSHH Procedures • Infection and Prevention Control 	BICSc Qualification / NVQ or equivalent	AIR
Experience	<p>Able to read, write and converse in English</p> <p>Able to understand and following written and verbal instructions</p> <p>Effective oral and written communication skills</p>	Experience of working in cleaning industry	AI

Knowledge and Skills	Good basic education which includes reading and writing and basic numeric skills		AI
Personal Attributes	Maintains a smart, professional and hygienic appearance. Positive can do attitude Good customer service skills		AI
Other relevant requirements	To complete role following training policies including but not limited to BICS, Manual Handling, Health and Safety		