

Job Description

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|------------------------------|------------------------|
| Job Title | Grade/Salary |
| Cleaner | £23,810 FTE |
| Accountable to | Responsible for |
| Head of facilities & Estates | N/A |

Job Purpose and Role

The Cleaner will be responsible for maintaining cleanliness and hygiene standards in our office location and common areas of our site on Linthorpe Road

Join our team as a Cleaner to contribute to creating a welcoming and hygienic environment for our staff

Main Duties and key result areas

| | |
|----------------|---|
| General duties | <ul style="list-style-type: none"> • Clean and sanitise designated areas such as toilets, office and recreational spaces by cleaning, dusting, sweeping, vacuuming, mopping floors, and polishing surfaces • Emptying bins and disposing of waste - Replenishing supplies such as toiletries and disposables • Reporting any maintenance issues to the Facilities team. • Adhering to health and safety regulations Requirements • Attention to detail and thoroughness in work - have the initiative to work efficiently on your own and as part of a team – • Clean down of surfaces • Training will be given, and ongoing guidance will be provided |
|----------------|---|



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Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name



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Person Specification

| Attribute | Detail | Essential or Desirable |
|--|---|------------------------|
| Skills & Abilities | Excellent written and verbal communication skills are essential | E |
| | Good IT Skills, specifically Microsoft Word, Excel | D |
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| Knowledge & Experience | Experience of working in a | D |
| | Strong interpersonal skills and relationship management | E |
| | Experience of cleaning | D |
| | | |
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| Education & Qualifications | Education to include min GCSE pass (A-C) in maths and English | E |
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| Personal Attributes/ Key skills | Team Working | E |
| | Ability to work under own steam | E |
| | Planning and Control | E |
| | Communication and influencing | E |
| | Attention to Detail | E |
| Other | | |
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