# Job Definition

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| The Lloyd Park Children’s Charity Vision: We will keep working until every child has the best start in life  Our Charitable Mission: Our Charity builds brighter futures for children and families in our community |

**Role Title Cleaner**

**Location London Borough of Waltham Forest**

**Reports to Site Service Manager, Centre Manager**

**Mission:**

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| **What is the job’s core purpose?** | To carry out a full range of duties providing high standards of cleanliness and general security.  To include cleaning activities under the direction of the Site Service Manager and Centre Manager. |
| To |
| To work as part of the team in sustaining high quality services and implementing the charities vision, mission, values and strategic plans and objectives. |
| To implement all policies and procedures. |
| To be committed to continual professional development. |
| **What constitutes success in this role?** | Children are safeguarded and demonstrate high levels of wellbeing. |
| The Centre is maintained to a high standard and areas are checked and ready for the daily arrival of children. |
| Risk Assessments are carried out daily as instructed and all identified maintenance requirements are reported to Site Service Manager or Centre Manager |
| High levels of satisfaction is reported by line manager. |
| Effective team work. |
| **What are the implications of not fulfilling this role?** | Standard of cleanliness is not maintained |
| Risk Assessments are not carried out. |

**OUTCOMES:** What this person needs to accomplish in their role in order of importance and

how this will be measured. (*note that most roles at whatever level should have between 3 – 8*

*outcomes)*

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| **Key outcomes for the role** | **Measures** |
| Be responsible for locking and unlocking of the charity’s premises outside of the normal opening hours and setting security alarm as required. | Building and outdoor areas are kept secure. |
| Respond to security alarm or other call outs in accordance with agreed procedure | Records identifying time, date and response are completed.  Telephone calls made to inform relevant person |
| To be flexible to deputise in the absence of Site Service Manager and support the centre opening and closing | Demonstrate flexibility in deputising for the full time Site Service Manager and undertake specific projects outside of normal working hours.  Building is ready for children to arrive in the morning, cleaning is maintained, and all outdoor areas checked. |
| Good standard of practice across the setting. | Individual Continuous Professional Development is maintained.  Able to undertake general tasks not requiring skilled trade qualifications, eg plumbing, basic electrics, building, plastering, gardening, carpentry and glazing. |
| Effective implementation of the ability to clean and maintain the building and outdoor areas. | Able to follow instructions, safely move furniture/equipment and carry out general maintenance.  Ability to use cleaning machine/equipment to high standard.  All indoor and outdoor areas maintained to high Standard.  All windows are cleaned (inside and out)  Toilets are clean, hygienic and appropriately stocked.  All floors are swept, washed and dry before arrival of children. |
| The charity makes good progress towards its vision, mission, values and strategic plan and objectives. | Individual levels of knowledge about the charity vision, mission, values and strategic plan and objectives and how this is implemented in daily practice. |

**SKILLS:** define the context of the skills and how they will be used

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| **Skills required** | **How they will be used: E-essential, A-advantageous, D-desirable** |  |
| Able to liaise and communicate effectively with other staff, parents, and other visitors in a friendly way | Communicate directly with Site Service Manager, Centre Manager, staff any potential risks within the building or outdoor arears.  Escort contractors to site repairs and maintenance and ensure a safe working practice.  Demonstrate a polite, welcoming, and approachable manner. | E  D  D |
| Safeguarding and Child Protection | You will ensure safeguarding and child protection is prioritised and the safety, health and welfare of children paramount at all times. | E |
| Able to complete forms, read instruction, write basic reports/messages | You will be able to fill out all procedures which include completion of forms, daily checklist, risk assessments | E |
| Team Working | Working as part of a team you will need good communication skills, flexibility and reliability.  You will attend and contribute to regular team meetings. | E  E |
| Organisational skills | You will have to be organised, have good time keeping and able to manage your own workload.  Maintain Centre equipment to include Washing Machine and tumble dryer ensure these are ready for use and filters are cleaned | E  E |
| Communications | You will be able to record and share information and communicate confidently to a range of stakeholders using clear and concise written, verbal and IT methods. | E |
| Data and confidentiality | You will deal with all data and information sensitively and in line with data protection and safeguarding policies and procedures. | E |
| Health and Safety | All deliveries are locked or put away promptly.  Follow COSH guidelines relating to cleaning products.  Maintain and clean all areas to include toilets, waste bins both indoors and outdoors.  Work in accordance with COVID 19 Protocol.  All Outdoor areas are maintained, cleaned and any hazards dealt with and reported. | E  E  E  E  E |
| Policies and Procedures | You will understand and implement the charities policies and procedures. | E |
| Working in partnership with all staff, parents and trustees | You will be committed to working with all Stakeholders. | E |
| Continuous Professional Development | You will engage in continuous professional development. | E |

**COMPETENCIES/TALENTS/BEHAVIOURS:** the way in which someone does something and

## why they do it that way. This is important when matching to the skills above and for cultural fit.

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| Safeguarding children is prioritised | E |
| All areas are maintained and cleaned to high standard | E |
| Children are central to everything we do | E |
| Work collaboratively and in partnership | E |
| Celebrate diversity | E |
| Be reflective and see every day as an opportunity to learn and grow | E |
| Communicate professionally with people of all levels | E |
| Provide a welcoming and friendly environment | E |
| Ethical – a clear understanding of right and wrong. High integrity and honesty. | E |
| Flexibility – able to respond quickly and easily to changing requirements and priorities | E |
| Be passionate and enthusiastic | E |

A satisfactory enhanced DBS check is required for this post