

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Domestic – Senior Living
Service:	Housing
Team:	Senior Living
Location:	Senior Living schemes
Reporting to:	Senior Living Community Officer
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> To ensure excellent standards of cleanliness throughout all communal and shared spaces within the Senior Living schemes. 	

MAIN DUTIES AND ACCOUNTABILITIES

- To ensure that any equipment or materials used are safe to use and used in a proper manner and as instructed.
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 - To establish a cleaning programme and methods of cleaning in liaison with the manager.
 - To adhere to the Health and Safety Regulations, COSHH and other safe methods of cleaning in liaison with the Manager, reporting any issues to the manager.
 - To wear the uniform and ID badge provided by the Council. To wear any protective clothing, gloves and masks provided to carry out cleaning tasks.
 - To assist residents with setting up communal rooms for activities.

Health and Safety

- General – Comply with all Health and Safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.
- To be responsible for the descaling of all communal taps on a monthly basis.
- To support the manager with temperature checks and water hygiene/flushing regime.
- Lone working and Safeguarding - Have a clear understanding of the Council's Lone working and safeguarding policies and procedures and take appropriate action and report any cases as required by the policy.

DIMENSIONS OF THE ROLE

- To clean to the standard agreed to ensure excellent cleaning standards throughout the communal and shared spaces at our Senior Living schemes.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- To clean to the standard agreed to ensure excellent cleaning standards throughout the communal and shared spaces at our Senior Living schemes.
- In liaison with the manager, ensure that each cleaning product has the relevant COSHH sheet.

PLANNING/ORGANISING/CONTROLLING

- Manage the cleaning stock and provide details for ordering to the manager

CUSTOMERS AND CONTACTS

INTERNAL- ALL STAFF AND MEMBERS WITHIN THE COUNCIL.

EXTERNAL – RESIDENTS, VISITORS

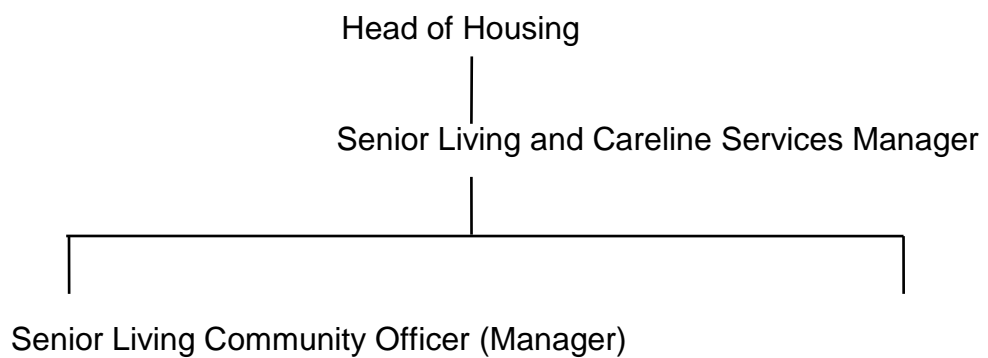
SERVICE/TEAM STRUCTURE

CONTEXT OF THE POST

(The main features of the part of the organisation in which you work, e.g. in terms of its purpose and geographic boundaries)

- (a) SERVICE – Housing
- (b) TEAM – Senior Living
- (c) ORGANISATION CHART

(Organisation chart showing the people for whom you work, any staff who report to you and other colleagues within your Section)



DOMESTIC – SENIOR LIVING

PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE	Experience of working in a customer focused environment	A/I	Experience of working with either older, or disabled, or vulnerable people.	A/I
	To undertake all training that is relevant to the role, eg. Moving and Handling, Health and Safety	A/I	First Aid training	A/I
KNOWLEDGE / TECHNICAL SKILLS	Previous experience in a similar role	A		
COMMUNICATION	Ability to follow instructions	A/I		
	A friendly and approachable manner	A/I		
	Good spoken English	I		
CUSTOMER SERVICE	Able to provide excellent customer service at all times	A/I		
TEAM WORKING	Ability to work unsupervised	A/I	A willingness to cover at other schemes during periods of annual leave/sickness	A/I
	Ability to work as part of a team	A/I		
MANAGING SELF AND OTHERS	Physical capability to undertake manual handling tasks	A		

	Able to work unsupervised and manage own time to plan work effectively	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Flexible and adaptable and be able to cope under pressure, whilst using your initiative.	A		
	Ability to take personal responsibility and ownership for decisions, actions and consequences, and learn from experience.	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST			Willing and able to travel around the Borough on an occasional basis	A/I

How assessed

- A = Application CV/Personal Statement
C = Certificates/professional Registration
D = DBS police check
E = Exercise
I = Interview
M = Medical assessment

For Official Use only			
Job title:	Domestic – Senior Living	Post no:	DI36
Service:	Senior Living	JE score:	56
Team:	Housing	Pay band:	12
Location:	Senior Living schemes – Borough wide	Position type: (if part time, working pattern)	Part time, five day week 20 hours per week
Competencies: (level 1 – 4)	Communication:	1	
	Customer Service:	1	
	Team Working:	1	
	Managing Self and Others:	1	
	Can do approach/Results	1	
REVIEWED BY:	David Brown		January 2021
CHECKED IN:	Human Resources	DATE:	
LAST UPDATED:	January 2021	DATE:	