

Role:	Cleaner
Responsible to:	Governance & Corporate Support Officer
Tenure:	Permanent
Salary:	£12.13 per hour
Hours:	10 hours per week

Who is Cynon Taf Community Housing Group

Cynon Taf Community Housing Group is in the heart of Rhondda Cynon Taf in glorious South Wales. We're proud of our communities and our deep-rooted history in providing homes and support to the people who live in them. Our corporate plan sets out more detail about our activities which support the delivery of our vision, values, and key objectives.

We currently provide around 2000 homes for rent, including 4 housing schemes for older people, two women's refuges, and several supported housing projects delivered in partnership with other agencies. Our hugely respected Cwm Taf Care and Repair subsidiary provides services for older or disabled people living in privately-owned homes across Rhondda Cynon Taf and Merthyr Tydfil.

A recent addition to the Group is Down to Zero, a subsidiary focusing on mitigating climate impact, tracking the Group's carbon footprint and offering training, volunteering and direct benefits back to our tenants and wider community. Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

Main Purpose of the Role

- To provide a comprehensive cleaning service at the Group office in Abercynon.
- To assist the office caretaker with various duties.
- To provide a key holding service for the Group office in Abercynon.

Description of Key Tasks

Carry out general cleaning tasks detailed on the daily worksheets, this includes but is not exhaustive to the below tasks:

- Dust and Clean desks, workstations and various surfaces;
- Dust high level areas with appropriate cleaning equipment;
- Vacuum floors and staircase/ sweep and wash hard floors;

- Dust and wipe down windowsills, ledges, skirting boards and bases of chairs/desks at regular periods;
- Regularly sanitise touchpoint areas such as door handles;
- Ensure an adequate supply of toilet roll, paper towels and soap is available at all times in the appropriate areas of the building;
- In conjunction with the Caretaker, ensure that all bins (Recycling and general waste) are emptied and disposed of in line with company policy;
- Clean hand-basins and toilets;
- Ensure that the kitchen areas are left clean and tidy; fill and operate dishwashers
- Periodically clean out kitchen cupboards, fridges and microwaves;
- Ad hoc duties in line with the job role

Key Measures of Performance

- To be as non-intrusive as possible when meetings are in progress and staff are using the telephone
- To follow the Associations procedures and policies regarding Data Protection and Confidentiality
- Not to remove any electric plugs from sockets without permission
- To complete Health and Safety Training to fit the Associations Policies
- To work within the Groups Health & Safety guidelines set by the Group Health & Safety Executive
- To carry out Health and Safety and security checks of the building
- Provide cover for the Caretaker during times of absence such as annual leave and sickness
- The postholder will be a key holder and as such will be responsible for securing the building at the end of the working day and will be responsible for opening the office at the start of the working day when providing cover for the Caretaker
- Assist with preparation of and set up of meeting rooms
- To carry out other duties as directed by the post line manager
- To inform the Caretaker of any supplies/materials needed
- To report any office repairs to the Caretaker/Manager
- Liaise with the Caretaker and Line Manager for booking of and taking of leave
- To model the Associations values and objectives
- Ad hoc duties in line with the job role

Person Specification

	ESSENTIAL	DESIRABLE
General Skills	Ability to organise own workload and prioritise between competing tasks;	Reasonable problem solving skills;
	Ability to work under pressure;	
	General numeracy and literacy;	
	Basic standard of written and oral communication skills to read and understand instructions;	
	Able to work unsupervised;	
Knowledge	General knowledge / understanding of Health and Safety requirements;	
	e.g. cleaning chemicals and their safe use;	
	Awareness of manual handling techniques;	
	General understanding of Data Protection; safeguarding and confidentiality	
Experience	Experience of cleaning / caretaker role or similar;	Experience of working in a customer facing / orientated environment;
	Experience of interacting with different people throughout the working day on a variety of levels;	
Personal	A 'can do' attitude; Trustworthy and reliable;	
	Ability to work as part of a team and on own initiative;	
	Ability to undertake all physical aspects of the post;	
	Flexibility over working patterns / days – including some evening and weekend work;	
	Enthusiasm;	
	Willingness to wear protective clothing; Willingness to provide cover/support to other cleaning functions;	
	Commitment to equal opportunities;	
	Commitment to providing a customer oriented service.	

Annex 1:

OUR VISION - We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well. **OUR PURPOSE** - We're here to provide great homes and support for the people who make up our communities. **OUR COMMITMENT TO EQUALITY AND DIVERSITY** - Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values

PASSION – We care passionately about what we do

RESPECT – We treat everyone with respect

RESPONSIBILITY – We take responsibility for our actions

INTEGRITY – We carry out our roles with honesty and sincerity

EXCELLENCE – We always do our very best

Key objectives:

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact