

Role Profile

Cleaner

Later Living

Reporting Structure	Reporting directly to Later Living Development Manager
Salary Band	Band A: £22,932 FTE (£10,483 pro-rata) Salary is aligned to the Real Living Wage
Contract & Hours	Permanent 16 hours per week Monday – Friday (days and time are negotiable)
Workbase	Gifhorn House / JM Barrie House Provide cover at other later living developments as and when required

Role Summary

Cleaners play a key role in delivering a high-quality cleaning service within our Later Living Developments. Along with the ensuring the developments are kept to a high level of cleanliness, this role also includes providing a listening ear and excellent customer service to our tenants, reporting any concerns to the Later Living Development Managers.

Strong organisational and communication skills are essential, as is the ability to work independently and as part of a wider team.

This role requires a commitment to building professional relationships with colleagues and tenants and contributing to the overall success of the later living service.

We're a remote and agile workforce, which allows our tenant facing roles to be at the heart of our communities. For this position the role is based within one of our later living developments with occasional travel throughout Dumfries & Galloway to cover other developments when required and to attend in person meetings and training events.

Our Service Commitment

Delivering a great tenant and customer experience runs through all we do at Loreburn and this extends to our internal colleagues. We prioritise taking ownership of issues, focussing on effective solutions, and applying the tools and techniques from our globally recognised MGI customer service training programme. It's essential that the postholder shares this commitment, helping us ensure an exceptional service experience for everyone we connect with.

Key Responsibilities

- Ensuring the entrance and communal areas are cleaned and tidied twice weekly. This involves.
 - Sweeping, mopping, vacuuming and dusting.
 - Sanitizing communal kitchen and communal toilets.
 - Washing communal laundry - tea towels, dish cloths etc.
- All surfaces within the communal areas are cleaned twice weekly including, bannisters, windowsills, handrails etc.
- Communal doors, windows and glass are polished cleaned weekly.
- Lift is swept, mopped and wiped down twice weekly.
- Guest rooms are cleaned as and when required.
- Removing any rubbish left in the communal areas.
- Ensuring bin store area is cleaned once a week.
- Maintaining stock levels for cleaning materials and ensuring equipment is well maintained.
- All cleaning materials and equipment are used appropriately and safely in line with manufacturers/suppliers' guidelines.
- Reporting any issues or concerns to the Later Living Development Manager
- Reporting any defects or repairs in accordance with Loreburn procedures.
- Following Health & Safety procedures in day-to-day role and highlighting any potential risks.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

Person Specification

Category	Requirement	Essential or Desirable
Knowledge & Experience	Basic understanding of IT (use of app, emails etc.) and a willingness to learn systems to update data.	E
	Have experience of a similar role in your current or previous jobs or can demonstrate that your skills, personal qualities and experience equip you to take on the role.	E
	Experience of working with vulnerable people	D
	Experience of working in a similar environment.	D
Abilities, skills and attitude	Strong communication and interpersonal skills.	E
	Excellent customer service skills with ability to represent self and organisation positively, while taking a caring and compassionate approach.	E
	Self-motivated with the ability to work autonomously and be comfortable with the degree of independence working the role entails.	E
	Excellent time management and organisational skills to manage workload.	E
	A collaborative mindset and ability to work effectively with others.	E
	Demonstrable commitment to Loreburn's core values.	E
General	Can be flexible in your approach to work and your willingness and ability to meet the changing needs of our organisation and customers.	E
	Ability to attend events, meetings and to work from a Dumfries base when required.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £10,483 (FTE £22,932) with annual progression
- **Hours:** 16 hours each week – working Monday to Friday (days and times are negotiable)
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 5% employee contribution and up to 8% matched employer contributions with additional option for salary sacrifice.
- **Probationary period:** 6 months

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Volunteering days
- Learning and development culture

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -

G

GROWTH MINDSET

We aim to be the best and continue to learn, grow and change to achieve this.



R

RESPECT

We care about all that we do and how we do it.



E

EXCEPTIONAL TENANT EXPERIENCE

We always put our tenants first, with a strong commitment to positive and proactive ways of working.



A

ACCOUNTABLE

We are responsible for all that we do and we're happy to learn from our successes or failures.



T

TOGETHER

We deliver our best results when we work as a team.



We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.