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# 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.

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| Job Description |
| **Job title:** |  **Domestic – Senior Living** |
| **Service:** |  Housing  |
| **Team:** |  Senior Living |
| **Location:** |  Senior Living schemes |
| **Reporting to:** |  Senior Living Officer |
| **Responsible for:** |  N/A |
| Our Organisational Values  |
| **Collaboration** | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others. |
| **Wellbeing** | We look after our own and other’s wellbeing. We know it’s okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have. |
| **Trusted** | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. |
| **Value for Money** | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes. |
| **Professionalism** | We provide professional advice and excellent service, we know our local areas and understand the communities we serve.We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |
| Principal purpose of the role |
| * 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.* To ensure that any equipment or materials used are safe to use and used in a proper manner and as instructed.
* 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.
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| 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.
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| 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 cleanng product has the relevant COSHH sheet.
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| Planning/Organising/Controlling |

* Manage the cleaning stock and provide details for ordering to the manager
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| 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)Head of Housing Senior Living and Careline Services Manager Senior Living Officer (Manager)Domestic – Senior living |

**PERSON SPECIFICATION**

**Candidates must be able to demonstrate, giving examples, all essential criteria within their application form to be shortlisted for this role.**

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|  | 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 |  |  |
| Special Requirements |  |  | Willing and able to travel around the Borough on an occassional basis | A/I |
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**How assessed**

A = Application CV/Personal Statement

C = Certificates/professional Registration

D = DBS police check

E = Exercise

I = Interview

M = Medical assessment

**Disclosure and Barring Service**

Due to the nature of the work, this post involves a check on an individual’s criminal background. The check is carried out through the Disclosure and Barring Service (DBS, previously CRB). Any offer of employment will be subject to receiving satisfactory clearance from the Disclosure and Barring Service.

**or**

**Basic Disclosure Clearance- Government Requirement for Accessing Council and Government Data**

To comply with the Public Sector Networks (PSN) “Code of Connection”, Waverley Borough Council, like other public organisations, need to undertake basic disclosure checks for unspent convictions only, in respect of those staff who will access our IT systems. As a result, a Police Act Disclosure form, together with Guidance Notes, will be sent to you if you are successful in the appointment of this post.

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| For Official Use only |
| **Job title:** | Domestic – Senior Living | **Post no:** |  |
| **Service:** | Senior Living | **JE score:** |  |
| **Team:** | Housing | **Pay band:** |  |
| **Location:** |  Senior Living schemes – Borough wide | **Position type:**(if part time, working pattern) | Part time, five day week |
| **Competencies:****(level 1 – 4)** | Communication: | 1 |  |
| Customer Service: | 1 |
| Team Working: | 1 |
| Managing Self and Others: | 1 |
| Can do approach/Results | 1 |

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| Reviewed By: | David Brown |  |  September 2024 |
| Checked in: | **tDBhDBis*…?*** | Date: |  |
| Last Updated: |  September 2024 | Date: |  |