

Epping Forest District Council

Cleaner

Job Pack

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ROLE PROFILE

Job Title: Cleaner

Service: Housing

Grade: A

Work Location: Norway House

Main Purpose of the Job

The Cleaner role plays a vital part in creating a safe, hygienic, and welcoming environment for all residents and staff within temporary accommodation. This position ensures that living spaces, communal areas, and facilities are maintained to high standards of cleanliness, contributing to the comfort, health, and wellbeing of applicants.

By upholding cleanliness and safety protocols, the Cleaner helps foster a positive atmosphere that supports the Temporary Accommodation Team's mission of providing safe and secure accommodation. In addition, this role contributes to supporting people of all ages who may be experiencing vulnerability or transition, helping to create a respectful and inclusive community environment.

Key Responsibilities

General Cleaning

Clean bedrooms, bathrooms, kitchens, and communal areas daily.

Vacuum, sweep, and mop floors throughout the accommodation.

Dust and wipe down furniture, fixtures, and surfaces.

Wash and dry bed linens where required.

Empty bins and dispose of waste safely and responsibly.

Maintain cleanliness of communal laundry areas.

Use cleaning chemicals safely and in accordance with COSHH guidelines.

Health and Safety

Report hazards, maintenance issues, or damages promptly.

Monitor stock levels of cleaning supplies inform management when stock is low.

Customer Service

Maintain a professional and courteous attitude when encountering residents.

Respect resident privacy at all times.

Report any safeguarding concerns regarding residents to staff.

Collaboration

Work closely with other staff, particularly the Caretaker, to ensure smooth operations.

Assist with occasional deep cleaning or special projects.

SKILLS, KNOWLEDGE & ATTRIBUTES

Experience	Demonstrable previous experience in a similar role, ideally in hospitality, residential, or communal living environments. Familiarity with working in settings that involve shared facilities (e.g., hostels, hotels, care homes). Experience following health and safety protocols.
Knowledge & Skills	Understanding of cleaning techniques for different surfaces and materials. Knowledge of safe handling and storage of cleaning chemicals (COSHH awareness is a plus). Commitment to health and safety standards. Basic understanding of infection control and hygiene standards. Awareness of safeguarding and confidentiality when working around residents. Able to assess workload and prioritise.
Behaviours	
Trust	Acts with honesty and integrity in all tasks. Maintains confidentiality and respects guest privacy.
One Team	Works collaboratively with colleagues and supports team goals. Communicates effectively and helps others when needed.
Performance	Strong focus on outcomes. Delivers cleaning duties to a high standard consistently. Takes responsibility for completing tasks on time and meeting expectations.
Innovation	Suggests improvements to cleaning processes or efficiency. Adapts to new methods and tools for better results.
Customer	Demonstrate a strong customer focus

	Provides a friendly and helpful attitude toward residents. Contributes to ensuring the environment is welcoming and comfortable for all residents.
Other Requirements	Strong interpersonal and communication skills. Ability to work flexible hours. Physical capability for manual tasks (lifting, bending, standing). Willingness to undertake training as required.

VALUES AND BEHAVIOURS

Everything we do is underpinned by our values and behaviours.

Customer

We will put the customer at the heart of everything we do, providing services that are tailored to the differing needs of our communities.



Trust

We are open and honest with each other and our customers, treating everyone with respect and taking responsibility for our actions.



Performance

We take pride in our work and celebrate our achievements. We will learn from our mistakes and always do what we say we will.



One Team

Working together as One Council, supporting each other and our partners to achieve better results for everyone.



Innovation

We will seek new ways of working – improving and changing to meet new challenges.



BENEFITS

We offer a wide range of benefits to our employees and detailed below are just some of the amazing things you can access, in most cases, from day 1 of your employment. Our primary aim is to support your wellbeing as well as providing value for money perks for you and your family.

Competitive Salaries

Through Local Pay arrangements, our salary rates are reviewed annually and benchmarked against market rates to remain competitive. In addition, we guarantee to meet the NJC award. Local Pay increases are applied at the 1st April each year and the NJC award is applied when agreed (backdated to 1st April).

Holiday



All employees receive the same leave entitlement of 28 days annual leave in addition to bank holidays and 2 additional statutory days. Currently the 2 statutory days facilitate the office closure over the Christmas and New Year period.

Agile Working



Our 'Ways of Working' allows our employees the freedom to manage their work and their working hours. For most roles, subject to service requirements, you choose when and where to work, leaving you with time to take care of things that matter to you.

We will provide you with the necessary ICT equipment to enable you to work in this way.

Learning and Development

We have an extensive learning and development programme called 'The Learning Tree'. All employees can access training regardless of their specific job role. We actively encourage our employees to develop their skills and encourage continuous learning to help shape their future.



We also offer Litmos our learning management system to support employee's personal development.

Collaborative Workspaces

Our ways of working are now designed for remote working, however if you need to work collaboratively or for personal wellbeing, need to work in an office-based environment, our buildings have been transformed into modern, high specification workspaces, with bookable desks, bookable parking and wellbeing space built in.



Perkbox – EAP (Employee Assistance Programme)



We offer our employees access to a fantastic online employee assistance programme full of benefits, wellbeing advice and assistance, feedback options and rewards and recognition as part of our total reward package.

High Street Discounts

From your first day you'll have access to a myriad of discounts on high street shopping, days out, insurance etc. etc. through partnerships with Perkbox and Kaarp.



Discounted Gym & Swim Membership

We have 4 leisure centres across the district, run by our partners Places Leisure, and discounted membership rates are available for individuals and their families.

Buying Annual Leave



As part of our continued commitment to supporting the health and wellbeing of our employees, this scheme allows employees to buy additional holiday entitlement.

LGPS Pension Scheme

You will become part of the Local Government Pension scheme which offers a career average pension on retirement. The LGPS scheme is one of the most generous schemes in the UK and some of the benefits include:

- A secured future income. You have the option when you draw your pension to exchange part of it for a tax-free lump sum.
- Flexible retirement from the age of 55 where you can draw part of all of the benefits you have accumulated helping you to ease into retirement.
- You have the freedom to choose when you draw your pension (between the age of 55 and 75).
- Death in Service benefit of 3x salary rate.

Green Car Salary Sacrifice Scheme

A salary sacrifice arrangement means you agree to give up the right to receive part of your gross salary in exchange for a brand-new car. The salary sacrificed is deducted before income tax and National Insurance resulting in tax savings on the benefit.



This scheme enables employees to have a new low emission car of their choice which is fully maintained and insured. In addition to having a new low emission car. The car is a company car for tax purposes and only cars with the lowest income tax charge have been included in the car scheme.

Cycling



We support our employees cycling to work and offer a full bike package to eligible employees. In addition to the HMRC approved cycle rate payment which is not subject to tax and National Insurance.

Stream

Stream is a financial well-being app that gives you access to a toolkit of fair, simple-to-use financial products and services that can help you feel more in control of your finances. This can be used for flexible pay, tracking and building your finances.



Professional Memberships

We support our workforce to claim back one professional membership per year. Professional memberships signify an individual's commitment to their profession and their dedication to ongoing learning and development.