



Job Description

Job title:	Cleaner
Project/Base:	Dover with travel within east Kent
Reports to:	Housing service manager
Salary:	B1 (pro-rata)
Working pattern:	Flexible – 3 full days or reduced hours over 5 days Monday to Friday.
Contract:	Fixed term (1 year, with potential to become permanent)

Overall Purpose

To provide welcoming, clean, and hygienic environments across Porchlight's portfolio of supported accommodation and offices. This role primarily involves routine cleaning of communal areas and office spaces, as well as end-of-tenancy and ad hoc cleaning tasks. The position contributes directly to resident and staff satisfaction and supports the safe, efficient management of all properties.

General Cleaning Duties

1. Clean and tidy communal areas within residential accommodation, including stairwells, corridors, entrances, kitchens, lounges, bathrooms, and laundry rooms.
2. Clean and maintain office environments to a high standard.
3. Perform routine, ad hoc, and deep cleaning tasks such as vacuuming, sweeping, mopping, dusting, wiping surfaces and appliances, and cleaning windows.

Specialist Cleaning Tasks

4. Maintain hygiene standards by following infection control procedures, including the cleaning and disinfection of bodily fluids and the safe clearance of needles and sharps.
5. Remove waste, personal belongings, and unwanted furniture from properties in preparation for property turnover or maintenance.
6. Restore void properties to a lettable condition in coordination with housing and maintenance teams.
7. Conduct litter picking and general tidying of external communal areas as needed.

Stock and Supplies

8. Monitor inventory and ensure cleaning supplies and equipment are well-stocked, stored appropriately, used efficiently.

Health & Safety and Safeguarding

9. Use all cleaning products and equipment in line risk assessments and method statements.
10. Identify and promptly report damage, hazards, infestations, and any undesirable property conditions.
11. Follow safeguarding policies, reporting any concerns regarding residents' welfare or potential risks.
12. Maintain accurate records of cleaning activities, incidents, and issues for reporting and audit purposes.

Client Focus

13. Work professionally and sensitively in environments where clients may be in crisis or displaying challenging behaviour.
14. Uphold professional boundaries and treat all residents with dignity, respect, and empathy.
15. Maintain a consistent presence across properties, fostering a positive and trusting relationship between Porchlight and its residents.

This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Staff will be consulted on any major changes to the job description.

Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none">• People focused• Positive and enthusiastic• Communication and influence• Teamwork	<ul style="list-style-type: none">• Quality focused• Adaptable• Problem solving• Creativity and innovation
---	---

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed below (addressing each point in order). Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

QUALIFICATIONS

Essential

1. A full driving license and the use of a vehicle, subject to the provisions of the Disability Discrimination Act 1995.

EXPERIENCE

Essential

2. Experience in a professional cleaning role

Desirable

3. Experience working in supported housing, mental health services, hostels, or other environments supporting vulnerable individuals.

SKILLS & ABILITIES

Essential

4. Basic literacy and numeracy skills to complete checklists, logs, and written reports.
5. Ability to carry out physically demanding tasks, including manual handling.

Desirable

6. Good IT skills including use of Microsoft Word, Excel, Outlook, and task management systems.

KNOWLEDGE & UNDERSTANDING

Essential

7. Knowledge of standard cleaning practices and appropriate use of cleaning products and equipment.

Desirable

8. Basic understanding of health and safety, including COSHH.
9. Basic understanding of safeguarding practices and working with vulnerable clients.

PERSONAL QUALITIES

Essential

10. Reliable, punctual, and committed to high standards of cleanliness.
11. Self-motivated and able to work independently with minimal supervision.
12. Strong communication and interpersonal skills, with a customer-focused approach.
13. Resilient and adaptable, with the ability to remain calm under pressure and respond to changing priorities.

14. Willingness to contribute positively to team discussions and service improvements.