

Deep Clean Operative

About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people	Caring & Understanding
To increase our organisation's financial sustainability and contribution to the local economy	Dedicated & Passionate
To be leaders in providing high quality services and achieve customer excellence	Dignity & Respect
To be a partner of choice	Independence
To be an employer of choice for staff and volunteers	Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Deep Clean Operative
Department:	Support Services
Location:	Across Lincoln & South Lincolnshire
Hours of work:	Guaranteed Hours – 35- and 21-hour contract
Responsible to:	Support Services Area Coordinator
Job purpose:	To help and support Age UK Lincoln & South Lincolnshire's service users with domestic assistance in their own homes. Assisting with tasks which enable the service user to remain living independently in their own home and therefore enhancing their quality of life. The service is tailored to each service user's unique needs and we provide as much or as little support as needed. Deep Clean Operative's play a vital role by contributing to the delivery of a range of high-quality services. You will be required to uphold standards at all times, maintaining confidentiality. Your role involves working with persons at risk in a regulated and controlled activity. There are NO PERSONAL CARE DUTIES INVOLVED.

Key Responsibilities:

- Supporting service users with decluttering their space through sorting personal items that may include, clothing, food waste, correspondence
- To ensure that properties are intensively and thoroughly cleaned according to the job schedule
- To ensure that all rubbish and waste from a job is disposed of through general waste collection or skip hire provided
- To ensure that where carpet cleaning is listed it is carried out effectively
- Respecting service user's confidentiality at all times
- Ensure all Health and Safety requirements are adhered to as per organisational procedures.
- Adhering to Age UK Lincoln & South Lincolnshire's policies and procedures

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
---	-----------	---	-----------	---	-------------	---	-----------

Experience

Undertaking a range of cleaning duties	E	A/I
Ability to work to time constraints	E	A/I
Following Lone Working Procedures	E	A/I
Previous experience of providing home domestic services	E	A/I
Ability to demonstrate experience of self-management	E	A/I
Supporting a person at risk with independence	D	A/I

Knowledge

Understanding the importance and commitment to confidentiality	E	A/I
Awareness of the functions of Age UK Lincoln & South Lincolnshire's Services and Support	E	A/I
Understanding and appreciation of the needs of a person at risk	D	A/I
Committed to a person-centred approach	D	A/I
Awareness and understanding of mental health issues	D	A/I

Education & Qualifications

Competent in completing administrative tasks	E	A/I
Certification in the following: Basic First Aid – Manual Handling – Food Hygiene (Level 2)	D	A/I

Personal Qualities

Caring and compassionate	E	I
Reliable and good time management skills	E	I
Energetic and self-confident with a flexible and 'can-do' attitude	E	I
Communicate (written and verbal) effectively, having the ability to understand and be understood	E	A/I
Ability to work effectively alone and as part of a team	E	A/I
100% committed to helping improve the lives of person's at risk	E	A/I
Ability to perform the cleaning duties required; safely and to a high standard	E	A/I
Willingness to take personal responsibility for standard of work	E	A/I
Willingness to attend training as appropriate to the role	E	A/I

OTHER REQUIREMENTS

Ability to be flexible	E	A/I
Opportunity evening / weekend work by prior arrangement	D	

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter. You will be paid mileage when undertaking Deep Clean assignments only.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email hr@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.