

Building homes,
independence
and aspirations



Job Profile

Job Title	Cleaner		
Job Reference No.	HOMESH001	Date of issue:	April 2026

The job in a nutshell...

This role keeps our buildings safe, clean and welcoming for customers, colleagues and visitors. The cleaner looks after shared spaces, offices and facilities, making sure hygiene standards are met every day. Their work supports health, safety and wellbeing, particularly for vulnerable people. The role follows clear routines and standards, working within policies and regulations to make sure services run smoothly and environments feel cared for.

What success will look like...

Communal areas, offices and facilities are clean, hygienic and well presented every day. Spaces feel safe and cared for because cleaning is completed to agreed standards and schedules. Customers, colleagues and visitors can use buildings confidently, knowing hygiene and safety are maintained consistently and without disruption.

Health and safety requirements are followed at all times, especially when using cleaning products and equipment. Chemicals are stored, handled and used safely, and risks are understood and managed. Accidents, hazards and near misses are rare because safe systems of work are followed and concerns are raised quickly when identified.

Customers feel respected and comfortable in their homes and shared spaces. Cleaning is carried out with sensitivity, maintaining privacy, dignity and confidentiality at all times. Trust is built because boundaries are clear and the environment remains homely rather than clinical.

Policies and procedures remain embedded in day-to-day work. Cleaning activities align with Home Group requirements, including health and safety, equality, diversity and working professionally. Compliance with regulatory standards is maintained because guidance is understood and applied consistently.

Equipment and materials are looked after and available when needed. Cleaning tools are used correctly, maintained well and stored securely. Where petty cash or supplies are used, records are accurate and spending is appropriate, ensuring resources are managed responsibly.

OFFICIAL

The service runs smoothly because cleaning work fits around customers and colleagues. The role adapts to the needs of the building, including flexible hours where required, without standards slipping. Reliability means others can plan their work confidently.

Colleagues experience a positive and supportive working relationship. Information is shared clearly, issues are raised early and teamwork feels constructive. The cleaner contributes to meetings, training and day-to-day problem solving, helping the service operate effectively.

Regulatory and legal standards are met in practice, not just on paper. Work supports requirements under health, housing and care legislation. Inspections and audits are passed confidently because cleaning standards and safety practices are consistently in place.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>We have an eye for detail</p> <ul style="list-style-type: none"> • Pays attention to detail • Has the appropriate skills and experience • Working in a safe, effective, caring and well-led way 	<p>Cleaning in lived environments</p> <ul style="list-style-type: none"> • Experience cleaning communal, residential or office spaces • Understanding of hygiene standards in shared buildings • Ability to follow cleaning schedules and routines
<p>We are intuitively collaborative</p> <ul style="list-style-type: none"> • Be open, respectful and value different opinions and ways of working • Work with others as part of one Home Group team • Be brave, communicate and collaborate with people beyond your usual team 	<p>Health and safety awareness</p> <ul style="list-style-type: none"> • Safe use and storage of cleaning chemicals and equipment • Understanding of risk and hazard reporting • Working within safe systems of work
<p>We are self-starters</p> <ul style="list-style-type: none"> • Be well organised • Be proactive • Strive to get it right the first time 	<p>Working with vulnerable people</p> <ul style="list-style-type: none"> • Awareness of confidentiality and professional boundaries • Understanding of dignity, respect and inclusion • Sensitivity to different needs and circumstances

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience working in regulated or supported housing settings
 Confidence travelling between sites within a service area
 Willingness to work flexibly when service needs require it

We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff..

Budget Holder	No	Budget value up to £	<input type="text" value="0"/>
Manages People	No	# of direct reports circa	<input type="text" value="0"/>
Travel	Occasional	Driving Essential	No
DBS	Enhanced with barring		

