# Nottingham Central Women's Aid (NCWA)

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| Post Title: | Cleaning and Maintenance Assistant |
| Responsible to: | Manager/CEO |
| Location: | Various accommodations in Nottingham City |
| Hours: | 37 hours per week. Job share can be considered. |
| Salary: | At a rate of £12.71 per hour -£24,454.04 |
| Contract: | Permanent subject to funding |

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**GENERAL DESCRIPTION**

We are looking for an individual who possesses the energy and commitment to maintain our buildings and facilities with the utmost care and professionalism. The ideal candidate will have a passion for DIY and decorating, coupled with a genuine desire to make a difference in the lives of vulnerable families. Your role will be crucial in ensuring our environments are safe, welcoming, and well-maintained.

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The post holder will join our team to ensure that we provide a clean and safe environment for our service users, staff and volunteers, ensuring compliance with infection control procedures, COSHH and other relevant policies and procedures. Working in accommodation for women and children who have experienced or are experiencing domestic or sexual violence and abuse, the post holder will be relatable, flexible, and capable of working in a professional manner with minimum supervision. They must be prepared to manage a wide range of duties and able to work within a confidential and safeguarding environment.

**A full Disclosing and Barring Service check will be required for this post.**

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**MAIN DUTIES:**

- To be responsible for housekeeping, gardening and maintenance across our 3 refuges and move on properties.
- Maintain the décor and furnishings in the safe houses. - Inspect buildings for functionality, including heating, cooling, lighting, and alarm systems.
- Upkeep the outdoor areas of properties.
- Perform general DIY tasks including basic repairs and maintenance.
- Carry out daily cleaning, tidying and deep cleaning duties in all areas of the refuges both inside and outside the buildings
- To encourage and support residents to adhere to the cleaning rota duties as required according to their needs
- To clean and prepare rooms along with support staff to ensure they are ready for new residents as required
- To encourage residents to be environmentally friendly, reducing their impact on the environment and being mindful of reusing to reduce waste and understanding the recycling systems used within the refuge
- To maintain a safe and healthy environment, ensuring good housekeeping at the refuge, within agreed procedures including actively taking part in risk assessments and health and safety checks
- To support with washing, cleaning and organisation of donated items
- To communicate with the team daily regarding health and safety and safeguarding

**General Duties**

- Ensure that all cleaning equipment is correctly and safely used and kept in a safe condition and stored appropriately. Reporting any defects to the manager.
- To ensure the residents cleaning items are fully stocked for their use
- To ensure that PPE equipment and hygiene items are restocked on a regular basis
- To support staff with shopping for cleaning products and complete stock taking duties
- To maintain accurate and up to date records for COSHH.
- To assist residents during their time living in refuge in relation to cleaning or gardening
- To work as an effective team member ensuring good communication with residents, volunteers, partners and management.
- To complete basic maintenance and report other maintenance issues as they arise
- To take part in a basic legionella testing rota
- To maintain the garden areas to be clean and safe
- To ensure all necessary documentation is completed daily
- To be fully aware of and implement the organisation's Equal Opportunities and Safeguarding Policies and procedures and to attend appropriate training as required.
- To communicate suggestions, complaints and grievances of residents appropriately passing information to support staff to record.
- To carry out any other duties, commensurate with grade and post which may be reasonably required for the running and development of the project.

- To work flexibly to occasionally attend meetings

This list of tasks is not an exclusive one and the management committee may vary duties from time to time.

This job description is subject to regular review.

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## Cleaning and Maintenance Assistant
## Person Specification

| Attributes | Essential |
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| **Knowledge** | • To be aware of the importance of a confidential environment<br>• To implement and comply with COSHH regulations<br>• To comply with Health and Safety at work regulations<br>• To adhere to infection control polices at all times.<br>• To ensure the correct use of PPE. |
| **Skills** | • To be sensitive to the privacy and individual needs of the residents.<br>• Ability to manage self and a commitment to continuing personal development<br>• Ability to achieve results<br>• Ability to communicate effectively<br>• Ability to work effectively in a team and independently.<br>• Ability to build relationships with women and children<br>• Ability to stay calm under pressure |
| **Experience** | • Previous cleaning or caretaking<br>• Previous experience within a support environment<br>• Proficient in DIY and decorating |
| **Other** | • Dedicated to supporting vulnerable women and children<br>• A willingness to undertake safeguarding training for adults and children<br>• A non-judgemental attitude<br>• A 'can do' attitude<br>• An interest in gardening<br>• An interest in environmentally friendly ways of working<br>• Physically fit to undertake the role<br>• A valid Criminal Records Check (DBS). |

Appropriate qualifications relating to any of the above will be an advantage.