

## Deep Clean Operative

Age UK Lincoln & South Lincolnshire is a local independent charitable organisation and part of the Age UK Brand Partnership. Our organisation has been providing services and support to people aged 50 and over across Lincoln and South Lincolnshire for over 60 years, ensuring that they get the most from life. We currently support over 5,000 people each week in the community with 1,500 people attending our Head Office at Park Street for activities, home cooked food and social interaction.

Our vision and mission statement drive everything we do

**Our vision – A world in which older people flourish.**

**Our mission – To improve lives of older people.**

Our values underpin our work:

- **Caring & Understanding** – We recognise and understand the individual needs and requirements of our customers.
- **Dignity & Respect** – We treat our customers with the dignity and respect that they deserve at all times.
- **Dedicated & Passionate** – We are dedicated and passionate about ensuring the voice of older people is heard and valued.
- **Independence** – We are committed to supporting older people to live a fulfilling and independent lifestyle.
- **Compassionate** – We work compassionately to provide services and support to older people in our community.

We have over 250 employees and more than 200 volunteers across a diverse range of services:

<b>Care Companions</b>	<b>Support Workers</b>	<b>Handyperson Service</b>
<b>Gardeners</b>	<b>Laundry</b>	<b>Deep Cleaning Team</b>
<b>Information and Advice</b>	<b>Lifeline Response</b>	<b>Activities &amp; Events</b>
<b>I Forget (Dementia Service)</b>	<b>Volunteering</b>	<b>Retail</b>
<b>Human Resources</b>	<b>Finance</b>	<b>Fundraising &amp; Marketing</b>

We are embarking on a journey to grow our services to support more people and during this expansion need the right people to join us. If you are motivated by our values, vision and mission and want to be part of a fast growing, forward thinking and friendly organisation, why not apply to work for Age UK Lincoln & South Lincolnshire.

## Job Description

<b>Job Title:</b>	Deep Clean Operative
<b>Location:</b>	Across Lincolnshire
<b>Hours of work:</b>	Zero hours (Monday to Friday between 08:30 and 16:00)
<b>Responsible to:</b>	Support Service Coordinator
<b>Job Purpose:</b>	<p>To help and support Age UK Lincoln &amp; South Lincolnshire clients with a deep and light cleaning service to enable them to live independently in their own home.</p> <p>The service, often working with persons at risk, is tailored to each client's needs providing as much or as little support as necessary. You will be required to uphold our high standards of service delivery at all times, following organisational policies and procedures.</p>

### Key Responsibilities:

- Supporting clients with hoarding disorders
- Intensive cleaning of properties
- Specialised cleaning of properties
- Rubbish and waste disposal
- Carpet cleaning
- Respecting confidentiality at all times
- Adhering to Age UK Lincoln & South Lincolnshire's policies and procedures

## Additional Information

### What is a zero-hours contract?

A zero hours contract means you have no set working hours or times. We cannot guarantee you a set number of hours per week, however, we will aim to build up your hours over time. We will offer holiday and sickness cover to top up your hours where we can.

### Using your car

A full UK driving licence with access to your own vehicle is essential to this role. To use your car in connection with your role, you must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle. You will also be given access to a work vehicle to complete visits where it is required.

### Probation Period

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

## 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)

## Person Specification

E – Essential	D – Desirable	A – Application	I - Interview
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### 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, either personal or profession level	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

### Personal Qualities

Caring and compassionate	E	I
Reliable, demonstrating good time keeping skills	E	I
Energetic, with a willingness to learn	E	I
Excellent written and verbal communication skills	E	A/I
Committed to helping improve the lives of person’s at risk	E	A/I
Hard working and keen to achieve outstanding results	E	A/I
Will attend training and development opportunities relevant to the role	E	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

### Other Requirements

Current UK driving licence with access to a car	E	A
Occasional evening or weekend work by prior arrangement	D	