

Deep Clean and House Clearance Operative

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

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're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our application form we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Deep Clean and House Clearance Operative
Department:	Support Services
Location:	Countywide Lincolnshire
Hours of work:	Between 08:30 and 16:00 (core hours)
Contract:	35 hours per week
Responsible to:	Support Services Coordinator/ Support Services Manager
Job purpose:	To provide holistic support to older people by delivering deep cleaning and house clearance, de-clutter, house move services that enable them to live independently or transition smoothly to new homes. This includes decluttering, intensive & bio-hazard cleaning, safe removal and transportation of household items, and ensuring respectful handling of personal possessions. The role also supports Age UK Lincolnshire's Support Services team by providing cover during absences for Domestic and Shopping support.

Key Responsibilities:

Deep Cleaning Duties:

- Supporting service users with Deep Cleaning and Decluttering their home that may include clothing, food waste, bio-hazard waste, correspondence, brick-a-brack, preparation ready for discharge home from hospital and following pest control removal
- Supporting with Deep Cleaning properties following bereavement or moving into permanent care facilities
- To ensure that properties are intensively and thoroughly cleaned according to the job schedule
- Supporting service users at Hoarding level
- Work with, where required our House Clearance team to provide a holistic service meeting our service users needs
- To ensure that all rubbish and waste from a job is disposed of through general waste collection or skip hire provided in line with policies and permits
- To ensure that where Carpet Cleaning is listed it is carried out safely and effectively
- Respecting service user's confidentiality at all times

House Clearance Duties:

- To carry out house clearances, furniture moves, de-cluttering and house moves.
- Organise the safe loading of the van, ensuring items are not damaged in transit.
- Liaising with all parties involved with the house clearance, ensuring a smooth operation of removal and delivery of goods including furniture and white goods.
- To undertake a wide range of duties to include the sorting and packing of household contents and items within garages/outbuildings.
- To prioritise workload accordingly with support from Line Manager / Support Services Manager.
- To dispose of unwanted items from a house clearance legally and within regulations in the appropriate manner, recycling where possible to help keep disposable costs to a minimum through one of the appointed recycling centres / transfer stations across the county.
- Working closely with Line Manager / Support Services Manager to ensure that customers are supported appropriately, whatever their needs and requirements.
- Assisting with decluttering properties.

Driving & Vehicle Care:

- Drive organisation vans safely, following Highway Code and company procedures.
- Complete daily vehicle checks, maintain cleanliness, and report defects.
- Record journeys and replenish van consumables/equipment after each job.
- Customer Service & Confidentiality:
- Communicate effectively and sensitively with clients, respecting confidentiality.
- Explain policies clearly (e.g., why certain items cannot be accepted).

Support Services Cover:

- Supporting with cover across our wider home support services when necessary Countywide.

General Duties:

- Follow lone working procedures.
- Support colleagues across teams as part of the “One Team” approach.
- Attend mandatory training and contribute to personal development.
- Respecting confidentiality and working within professional boundaries
- Adhering to Age UK Lincolnshire’s policies & procedures
- Any other reasonable management request

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Experience in cleaning and/or manual handling roles.	E	A/I
Ability to work to time constraints and manage workload independently.	E	A/I
Followed a lone working procedure.	E	A/I
Experience of providing home domestic and shopping services.	D	A/I
Can demonstrate experience of self-management.	E	A/I
Used digital work applications on a smartphone / device.	E	A/I
Supported a person at risk.	D	A/I

Knowledge

Understand the importance of confidentiality.	E	A/I
Awareness of the vision, strategic priorities, values and service offered by the organisation.	D	A/I
Awareness of mental health issues and person-centered approaches.	D	I
Committed to a person-centered approach.	E	A/I
Understands and appreciates the needs of a person at risk.	D	A/I

Education & Qualifications

Basic First Aid.	D	A
Manual handling of objects.	D	A
COSHH / Infection Control / Bio Hazard Training.	D	A
Full UK Driving Licence.	E	A

Personal Qualities

Caring and compassionate.	E	I
Flexible, demonstrating your adaptability to change.	E	I
Reliable, demonstrating food time keeping skills.	E	I
Physically fit and able to lift/move heavy goods.	E	I
Will attend training and development opportunities relevant to the role.	E	I
Excellent written and verbal communication skills.	E	A/I
Hard working and keen to achieve outstanding results.	E	I
Takes responsibility and shows leadership.	E	I

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.

Probation Period

All employees at Age UK Lincolnshire are subject to a four-month probationary period. This allows both you and the organisation time to ensure the role is the right fit, and to provide support and feedback as you settle into your position. During this period, performance, conduct, and overall suitability for the role will be reviewed in line with our policies and values.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list) – check which level and edit accordingly.

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@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.