

Deep Clean 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. 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 Operative
Department:	Support Services
Location:	Lincolnshire
Hours of work:	21 hours
Contact:	Permanent
Responsible to:	Support Services Coordinator
Job purpose:	To help and support Age UK Lincolnshire's service users with deep clean and de-cluttering assistance in their own homes. Assisting with tasks which enables the service user to remain living independently in their own home and therefore enhancing the 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 Operatives 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 their 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 deep cleaning and decluttering their home that may include clothing, food waste, bio-hazard waste, correspondence, brick-a-brac, preparation ready for discharge home from hospital and following pest control removal.
- Supporting with deep cleaning properties following bereavement or moving in to 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.
- Working within a team or autonomously to meet the needs of the service.
- Ensure all Health and Safety requirements are adhered to as per organisational procedures.
- Adhering to Age UK Lincolnshire's policies and procedures.
- Any other reasonable management request.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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EXPERIENCE

ASSESSED

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 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 and good time management skills	E	I
Energetic and self-confident with a flexible and 'can-do' attitude	E	I
Communicate effectively, having the ability to understand & be understood – verbally and written	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

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

Ability to be flexible	E	A/I
Satisfactory Enhanced DBS check	E	

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

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. There will be times when a company vehicle will be provided, but when there isn't you will be paid mileage when undertaking Deep Clean assignments only. 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 are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires a satisfactory DBS check.

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.