

**Creative Support Ltd, Head Office**

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Cleaner**Reference: 89062****Birch Lane, Longsight MH**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

Closing Date: 24 September 2025

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department**All candidates are subjected to enhanced DBS checks.**

INVESTORS IN PEOPLE®
We invest in people Gold



Stonehall DIVERSITY CHAMPION



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JOB DESCRIPTION – CLEANER

Birch Lane, Longsight MH

Hours: Part time (16hrs) hours per week - variable shifts to be agreed according to the needs of the service.

Responsible To: Registered Manager and other senior staff

The Role:

To provide general cleaning duties in our residential care service in Longsight. This will include emptying bins, hovering, polishing, cleaning floors and toilet facilities. The cleaner will also be responsible for ordering cleaning provision and maintaining the service, kitchen, tenancies and reception in a hygienic and safe condition.

Duties

Cleaning:

- 1.1** To clean all office areas including training rooms, reception area and service user tenancies daily at the Longsight Residential Care service. To carry out laundry service (washing and ironing).
- 1.2** To ensure the cleaning supplies are restocked and secure when leaving the building.
- 1.3** To clean bathroom and toilet areas according to the cleaning schedules.
- 1.4** To ensure that the kitchen areas and all the cooking equipment are cleaned and maintained in a safe, hygienic condition according to the cleaning schedules. To assist in the kitchen in the absence of the Kitchen Assistant.
- 1.5** To follow health and safety procedures in respect of the use of and storage of cleaning substances.

Stock Management:

- 2.1** To keep up-to-date records of all items issued and be responsible when stocks need re-ordering.
- 2.2** To ensure that all cleaning materials are used in a safe and economical way.
- 2.3** To have an understanding and awareness of COSHH sheets and the requirement for these for products

Other Tasks

Health and Safety:

- 3.1** To recognise the need for a safe and hygienic environment in the service.
- 3.2** To ensure all Health and Safety policies and procedures are followed

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3.3 To report any health and safety concerns or breaches to the line manager with minimum delay

3.4 To work in a manner which maintains the security of the building.

3.5 To maintain confidentiality of documents.

Other:

4.1 To provide regular verbal and written reports to line manager as required.

4.2 To carry out all work in a manner consistent with the aims of the project and the service principles of Creative Support.

4.3 To comply with and to implement the Equal Opportunities Policy of Creative Support.

4.4 To maintain confidentiality at all times, in accordance with the agreed policy.

4.5 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

4.6 To work flexibly to meet the needs of the service

4.7 Any other duties as required.

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PERSON SPECIFICATION – CLEANER
Longsight Residential Care Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Practical cleaning and experience of cleaning.	Application & Interview	Essential
2	An ability to work unsupervised and to follow a cleaning rota	Application & Interview	Essential
3	An ability to complete tasks following a schedule of work	Application & Interview	Essential
4	Ability to complete basic health and safety records	Application & Interview	Essential
5	A common sense understanding of household management	Application & Interview	Essential
6	The ability to follow Health and Safety guidelines	Application & Interview	Essential
7	Knowledge and understanding of confidentiality policies and procedures	Application & Interview	Essential
8	A good level of physical fitness in order to carry out the necessary duties of the role	Application & Interview	Essential

TERMS AND CONDITIONS – CLEANER

Longsight Residential Care Service

Salary:

£12.30 per hour

Hours of Work:

Part time hours (16hrs) per week to be worked flexibly. Variable part time shifts to be agreed, inclusive of weekends.

Holidays:

20 days per year plus 8 statutory days pro rata.

Birthday Holiday Bonus:

All contracted employees are permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in

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service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website. Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

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Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The number of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

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