

Role Profile

Cleaner

Housing

Prevention & Communities

Swindon Borough Council

Role Profile: Cleaner	**Role Profile Number:** SBC_12650
Directorate: Housing	**Reporting to:** Cleaners Housing Supervisor
Grade: CFL2	**Date Prepared**: July 2026

Our Values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.
We HEAR – each other and the people we serve
We CARE – about our colleagues, our residents and our community
We ACT – with integrity, accountability and purpose
We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

The Cleaner role will deliver routine cleaning at Council-owned properties.

This role involves carrying out a range of cleaning, maintaining hygiene and safety in communal areas like corridors, lounges, kitchens, and laundry rooms for elderly or vulnerable residents, performing tasks like dusting, sweeping, mopping, and deep cleaning to create a welcoming, hazard-free environment.

The cleaning team works directly in residential areas in Sheltered Housing schemes, Supported Housing schemes, providing a reliable and customer-focused service, while following council policies, health and safety regulations, and safeguarding procedures. They maintain accurate records of work completed and contribute to maintaining decent living standards across the council's housing stock.

The role also requires effective tenant engagement, robust risk management, and a commitment to continuous improvement to safeguard residents, colleagues, and the wider community.

Key responsibilities and accountabilities:

Carry out cleaning duties across our social housing properties as directed.

To include routine cleaning such as moping, dusting, window cleaning, removal of rubbish sanitizing, and deep cleaning kitchen equipment.

Following training, you may be required to carry out graffiti removal, decontamination, or needle sweeps.

Carry out cleaning in communal areas and shared spaces which include low rise blocks, high rise blocks, maisonette blocks, Sheltered Schemes and Supported Housing schemes.

You will be required to clean lounges, kitchens, toilets, hallways, offices and stairwells.

You may be required to maintain hygiene and safety in communal areas like corridors, lounges, kitchens, toilets, offices, and laundry rooms for elderly or vulnerable residents, performing tasks like dusting, sweeping, mopping, and deep cleaning to create a welcoming, hazard-free environment.

Perform and document routine inspection and maintenance activities, adhering to Health & Safety policies, and the safe use of machinery.

Stock and maintain toilets, kitchens and communal areas.

Ensuring high standards of cleanliness to reduce health risks, prevent pests, and address potential fall hazards (e.g., slippery floors).

Knowledge and experiance of health and saftey at work espeically manual handling at work, Control of Substances Hazardous to Health (COSHH) and Personel Protective Equipment (PPE) – Training will be provided by the Council.

Ensure that properties you work on are left clean and tidy, removing all rubbish with the arrangement for any collections.

To complete all work allocated or appointed by target date, time and priority and to an agreed standard.

To maintain the highest level in customer care & in line with service standards.

To have completed all required record of activity, time and material used, complying with the Council's working arrangements.

Ensure services are delivered in line with corporate priorities, statutory requirements, and health and safety legislation.

Take responsibility for personal safety while lone working, ensuring compliance with SBC Health and Safety policy.

Signposting tenants, and contractors as required.

Assist with activations and testing of the fire alrms.

Supplementary Accountabilities:

Represent the service in meetings with Councillors, residents, and external bodies, providing professional advice and updates on operational matters.

Promote and embed equality, diversity, and inclusion in all areas of work.

Participate in continuous professional development and ensure training needs are met.

Respond to priority service requests and emergencies, including working unsociable hours when required.

Collaborate with internal teams and external stakeholders to ensure clear communication of expectations, health and safety requirements, and operational priorities.

Take part in community development events and act as ambassador for housing, promoting engagement and supporting customers who will benefit most.

Carry out any other duties appropriate to the post as necessary or as requested.

Flexibility to travel as part of managing a patch, and flexibility to travel across the borough when cover is required.

Professional behaviours:

Everyone in Housing is responsible for
- Safeguarding adults and children.
- Reporting damp and mould.
- Keeping resident records up to date and accurate.
- Promoting engagement opportunities and giving opportunities to be heard to under-represented voices.
- Treating tenants and their homes with respect.
- Maintaining levels of professional conduct and practice.
- Data protection and governance.

Decision making:
- Prioritise and escalate decisions where there is a risk to life, serious injury, environmental harm, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Dynamic risk assessments.

Creativity and innovation:
- Drive service improvement by identifying operational trends and recommending changes to practices, standards, or policies.

Number and types of jobs managed:	None
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	**Essential or Desirable**
• Educated to GCSE Level A-C or equivalent	D
Knowledge and Experience:	
• Knowledge and experience of Health & Safety at work especially manual handling at work, COSHH and PEE	E
• Appreciation and understanding of Social Housing Regulation Act and Consumer Standards	D
• Demonstrate knowledge of participating in good practices i.e. Health & Safety	E
Aptitudes, Skills and Competencies:	
• A problem solver who can use their own initiative	E
• Excellent communication skills	E
• Able to work under their own initiative and manage a caseload of work	E
• A good level of fitness is required as you be required to carry equipment and will also assist with the clearance of belongings and waste from empty homes and disposal at local recycling centre	E
• Ability to handle equipment and machinery used in cleaning.	E
Special Conditions of Recruitment:	
The postholder will require a UK driving licence and access to a vehicle and have business insurance	E

<u>Other Key Features of the role</u>

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.




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