



July 2021

Dear Applicant,

**Cleaner**

Thank you for your interest in our current vacancy of a Cleaner. Please find enclosed:

- Overview of our services
- Job Description
- Person Specification
- Application Form
- Equal Opportunities Monitoring Form

This position is based in central Harrogate, covering our Hostel, Day Centre and Move on Accommodation as required by the service. The role is for 30 hours per week, which would normally be worked over 5 days (6 hours per day), start and finish times can be negotiated to suit both the needs of the organisation and the successful candidate.

There is a fixed hourly rate of £8.91 per hour for this role, which will be subject to deductions in respect of PAYE and National Insurance.

If you would like an informal discussion about the role, please contact Charlotte Fortune on 01423 525384 or via email, to [charlotte@hhphostel.org](mailto:charlotte@hhphostel.org) to organise a convenient time to speak.

I look forward to receiving your completed application form as soon as possible. We prefer applications to be sent by email, to [julie@hhphostel.org](mailto:julie@hhphostel.org). If you are unable to email your application, please post it to Julie Everill, Executive Assistant, Harrogate Homeless Project, 7 Bower Street, Harrogate HG1 5BQ.

Yours sincerely,

Charlotte Fortune  
Head of Services



## **HHP Services Overview**

### ***Hostel***

The hostel was established in 1991 due to the urgent need for accommodation for people whom the local authority does not have a duty to accommodate. Initially we were able to accommodate up to 6 people, but the hostel has developed significantly over the years, and we are now able to accommodate up to 16 individuals in single rooms with a further 5 bed spaces for emergency overnight accommodation. As the only direct access hostel in the Harrogate District, we accept referrals from any agency as well as direct referrals from individuals in need of accommodation. Each resident is allocated a designated support worker who works alongside the resident towards achieving appropriate move on accommodation.

### ***Move on accommodation***

Due to a substantial legacy left to HHP by a previous user of our services, we have been fortunate enough to purchase a 3 bedroom move on house. This enables us to provide extended support where an individual is not yet ready to move on to fully independent accommodation.

We have recently also acquired 8 self-contained flats which is a fantastic opportunity to extend the accommodation options that we are able to offer in the pathway from homelessness to independent living. Residents of these flats are allocated a support worker as with hostel residents and are able to live semi-independently knowing that a member of staff is close by should they be needed.

### ***Springboard Day Service***

The Springboard Day Centre was located at Wesley House in the ground of the Wesley Chapel in the town centre for over 10 years, it has now moved to Wesley Chapel Lower Hall which is a fantastic step forward for both the Wesley Centre and HHP. The service we are offering is currently restricted due to covid restrictions but will be expanded when we are able to safely do so.

### ***SAFE***

Our Service for Adults Facing Exclusion provides multi-agency support for people with multiple, complex needs, who have experienced entrenched homelessness and multiple exclusion from mainstream services.

### ***Streetlight***

We employ a Psychotherapist who is able to provide a flexible, innovative therapy service for clients of HHP services. This is a vital element of the services we offer as many of the clients using our services have multiple complex needs and the waiting lists and criteria for mainstream services is a barrier to these people receiving the support they need.

### ***Clients***

We work with a variety of individuals ranging from those in need of support through relationship breakdown or financial issues to individuals with multiple complex needs such as substance misuse, mental health issues and offending behaviour. Anyone using our services has the right to be treated with respect, fairness and dignity by staff, volunteers and others using the services.



## JOB DESCRIPTION

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**Job Title:** Cleaner  
**Reporting to:** Head of Services

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### **Purpose of the role:**

To be responsible for maintaining high standards of cleanliness across Harrogate Homeless Projects' services.

### **Main Duties**

- Being flexible and working across different sites as needed
- Supporting staff to maintain excellent levels of cleanliness and hygiene at all times.
- Cleaning, washing, sweeping, mopping, dusting, polishing and vacuuming to the required standard.
- Cleaning of toilets and washrooms to the required standard.
- Carrying out laundry duties to ensure clean supplies of bedding and towels, and laundering other items as required.
- Carrying out deep cleans and detailed cleaning tasks as required.
- Cleaning up after unforeseen incidents and which may include cleaning of hazardous substances and bodily fluids.
- Monitoring stock levels and advising when supplies need to be ordered.
- Reporting maintenance issue, incidents/accidents in line with policies and procedures.
- To carry other duties as requested by management.

### **Other duties**

- To assist duty staff with collecting, sorting and storing donations where required.
- To adhere to Harrogate Homeless Projects' policies and procedures, including Health and Safety, Equality and Diversity, Confidentiality and Professional Boundaries in all aspects of work.



## Person Specification Cleaner

This person specification should be read in conjunction with the job description. It is used at the shortlisting and interview stages to help decide how suitable each candidate is for the role. Please use the personal statement of the application form to demonstrate your capabilities in relation to each of the criteria listed below.

		Essential	Desirable
1			
1.1	Previous experience of similar roles or working in similar settings		✓
1.2	Good level of physical fitness and the ability to lift and carry items as required	✓	
1.3	High level of attention to detail	✓	
1.4	Good organisational abilities		✓
2.2	Ability to work unsupervised and deliver high quality work	✓	
2.3	Positive and approachable manner	✓	
2.4	Adaptability to change and willingness to embrace new ideas and processes.		✓



Application for the post of: **Cleaner**

First Name .....Surname .....

Address.....

.....

Telephone Number .....Email address .....

Where did you hear about this vacancy?.....  
*(If online, please specify which publication)*

Do you have any convictions, cautions, reprimands or final warnings that are not “protected” as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 ( as amended in 2013)?

Yes/No (if yes please provide details below)

*The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered ‘protected’. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website. Please note any criminal convictions except those 'spent', or otherwise ‘protected’, under the Rehabilitation of Offenders Act 1974.*



**Education/Qualifications and Training**

If you have educational, vocational or non-vocational educational qualifications please provide details below. Please also let us know if you have attended any training courses that you believe are relevant:

Dates	Qualification/Course	Grade achieved if applicable

**Employment History (for last 10 years or since leaving full time education)**

Please provide as much information as possible. If there are any gaps in your employment history you may be asked more information about this if you are invited to interview.

Dates	Employer	Job title. Please outline your responsibilities	Reason for leaving



## **Personal Statement**

Using the job description and person specification as a guide, and drawing on your experiences both inside and outside the workplace, please explain what it is that makes you suitable for this position. Please include relevant experience, skills and qualities that you would bring to the post. If you feel it is necessary, please feel free to also explain how you feel the qualifications mentioned above add weight to your application. Please include any voluntary or unpaid work you have done.



### References

Please provide the details of 2 people who may be approached to support your application. One of whom should be your current/most recent employer. Referees will only be contacted if you have been provisionally offered a position with HHP.

Name	Name
Address	Address
Telephone:	Telephone:
Email:	Email:
In what capacity is this person known to you?	In what capacity is this person known to you?
For how long have they known you?	For how long have they known you?

### Eligibility to work in the UK

Are there any restrictions to your residence in the UK that might affect your right to take up employment in the UK?

Yes/No

If you have answered 'Yes' we will require you to provide evidence of your right to work in the UK should you be invited to interview.

### Declaration

*I certify that the information in this application is true and correct to the best of my knowledge and that there is no reason why I would not be able to carry out fully the tasks described for the post. I understand that disciplinary and/or legal action may result if I am offered employment on the basis of information submitted in this application which later is revealed as untrue.*

Signature..... Date.....

This form is confidential. Please return it to the Executive Assistant at:  
[julie@hhphostel.org](mailto:julie@hhphostel.org)

Or by post to:

Harrogate Homeless Project Ltd  
7 Bower Street  
Harrogate



HG1 5BQ



### Equal Opportunities Monitoring Form

Forename:	
Surname:	
Date of Birth:	

HHP is committed to a policy of equal opportunities in employment. To help us monitor the effectiveness of this policy it would be helpful if you would complete the following sections.

#### **ETHNICITY**

##### **Asian**

- Asian / Asian British
- Bangladeshi
- Chinese
- Indian
- Pakistani
- Other Asian background, (specify if you wish): \_\_\_\_\_

##### **White**

- British
- English
- Gypsy or Irish Traveller
- Irish
- Scottish
- Welsh
- Other White background (specify if you wish): \_\_\_\_\_

##### **Black**

- African
- Caribbean
- Other Black background (specify if you wish): \_\_\_\_\_

##### **Mixed**

- White and Asian
- White and Black African
- White and Black Caribbean
- White and Chinese
- Other mixed background (specify if you wish): \_\_\_\_\_

##### **Other ethnic group**

- Arab
- Other ethnic group (specify if you wish): \_\_\_\_\_

#### **RELIGION / BELIEF      GENDER      SEXUAL ORIENTATION**

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other: \_\_\_\_\_
- No religion
- Prefer not to say

##### **What is your gender?**

- Woman
- Man
- Non-binary
- Prefer not to say

##### **Are you transgender?**

- Yes
- No
- Prefer not to say

- Lesbian/gay woman
- Gay man
- Bisexual
- Heterosexual/straight
- Other: \_\_\_\_\_
- Prefer not to say



**DISABILITIES**

**Do you consider yourself to be disabled?**

Yes  
If yes, specify if you wish:

\_\_\_\_\_

No  
 Prefer not to say

**Would you require any arrangements if you were invited for interview?**

Yes  
 No

If yes please specify:

We will treat all personal information in line with current data protection legislation and our data protection policy.

For us to process this information and to comply with data protection legislation, we require your consent. You are not required to give your consent; you acknowledge that any consent given is freely given. Your job application is not dependent on your giving consent to our processing of this data.

Including your signature below will signify your consent to our processing of this information. Once you have given consent, you may withdraw it at any time by contacting Julie Everill at [julie@hhphostel.org](mailto:julie@hhphostel.org).

Print name: .....

Signature: .....

Date: .....