



Headway  
East  
London



15

Cleaner

Job Pack



## Job Details

<b>Job Title:</b>	Cleaner
<b>Location:</b>	Headway East London, 238-240 Kingsland Road, London E2 8AX
<b>Responsible to:</b>	Admin and Premises Manager
<b>Contract:</b>	Permanent
<b>Hours:</b>	22 hours per week - Monday - Wednesday 1:30pm -5:30pm and Thursday - Friday 1:30 - 6:30pm
<b>Salary:</b>	£25,207 FTE (£15,844.40 pro rata)

## About Us

Headway East London ([www.headwayeastlondon.org](http://www.headwayeastlondon.org)) is a charity supporting people living with brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests.

We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses. Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.



## About the Role

Our 627 sqm facilities host over 40 members and staff each day, providing a vibrant space for support services, creative projects, and events. As our Cleaner, you will be responsible for the cleaning and general upkeep of the centre and offices of Headway East London. You will play a vital role in maintaining a welcoming, clean, and safe environment for our community. Your work will ensure that our centre is not only a functional space but a place where people feel valued and cared for.

## Principal Duties and Responsibilities

- Working with an agency cleaner to perform cleaning duties as per the cleaning schedule, to ensure satisfactory levels of cleanliness throughout the building.
- Contribute towards retaining our 5 Star rating kitchen standards by supporting the kitchen team with post lunch cleaning.
- Work flexibly to support with ad hoc cleaning around out of hours events.
- Update the admin team when supplies of consumables are running low, ensuring that basic supplies are always available.
- Update the Admin and Premises Manager with any observation of health and safety risks and concerns.
- Assist the Admin and Premises Manager to improve and maintain our health and safety standards.
- Secure the building at the end of the day.





## Key Relationships – Internal and External

- Internal: Centre based staff, Caretaker, Managers, Members
- External: Agency cleaners

## Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.





## General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

## Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of:
  - coproduction
  - equity, diversity and inclusion
  - sustainability



## Person Specification

Criteria	Essentials	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>Significant cleaning experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience of cleaning in a day service or care setting</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of Health and Safety in the workplace</li> <li>Understanding of COSHH (Control of Substances Hazardous to Health)</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of brain injury and the effects on survivors and their families</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to work autonomously</li> <li>Excellent attention to detail</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>Committed to the values, behaviours and principles of the organisation</li> <li>Ability to work in ways which promote equity, diversity and inclusion</li> <li>Commitment to continuous personal development</li> <li>Adaptable and able to work with enthusiasm and humour</li> </ul>	
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>This post will be based at our centre in Hackney, but travel may be required across London</li> <li>Able to work flexibly around ad hoc events</li> </ul>	

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**



## To apply

The deadline to apply is **9:00 am, Tuesday 26 August 2025**.

Interviews will be held week commencing **Monday 1 September 2025**.

Please send your **Application Form** and voluntary **Equal Opportunities Monitoring Form** to [recruitment@headwayeastlondon.org](mailto:recruitment@headwayeastlondon.org).

For further information about the role and Headway East London, please contact the **Admin and Premises Manager Grace Bailey** at [grace.bailey@headwayeastlondon.org](mailto:grace.bailey@headwayeastlondon.org) or call on **020 7749 7790**.

No agencies please.

If you have not heard from us by **2 September 2025**, please assume that your application has not been successful.

Headway East London is an **Equal Opportunities Employer** and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do. We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity.

