



JOB DESCRIPTION

JOB TITLE:	Domestic Assistant
PAY:	£12.21 per hour
HOURS:	10-20 hours a week
DEPARTMENT:	Domestic Team
LOCATION:	Inclusion & Assist Practice, at Charles Berry House , 45 East Bond Street, Leicester, and our branch premises at No5, 5 Hill Street, Leicester
REPORTS TO:	Buildings & Premises Manager
ACCOUNTABLE TO:	Practice Manager

JOB PURPOSE:

To ensure a consistently clean, safe, and hygienic environment across all Inclusion Healthcare sites by performing domestic cleaning duties to a high standard, supporting infection prevention, risk management, and compliance with organisational policies, while providing flexible cover across all areas to maintain a welcoming and safe environment for staff, patients, and visitors.

KEY RELATIONSHIPS

- All practice staff, including GPs, nurses, HCAs, and administrative teams.
- Buildings & Premises Manager
- Practice Manager and wider Inclusion Healthcare staff.
- Patients and visitors to the premises.
- Contractors and service providers entering the building.

KEY DUTIES AND RESPONSIBILITIES

Key Duties and Responsibilities

- Empty waste bins or similar receptacles and transport waste to designated collection points.
 - Sweep, mop, and maintain floors using brushes, dust control mops, wet/damp mops, and electrically powered scrubbing/polishing machines after instruction/training.
 - Suction clean carpets and perform “spot” cleaning as required.
 - Use high-pressure steam cleaners and power washers safely following instruction and training.
 - Dust, damp wipe, wash, or polish furniture, ledges, window sills, radiators, cupboards, shelves, desks, chairs, and telephones (excluding IT equipment).
 - Clean toilets, urinals, sinks, baths, showers, and drinking fountains to high hygiene standards.
 - Replenish consumables (soap, toilet rolls, paper towels, tea towels).
 - Use cleaning chemicals safely in accordance with COSHH regulations and training.
 - Maintain cleaning equipment and clothing in a clean and tidy state.
 - Report hazards or maintenance issues promptly to the Buildings & Premises Manager.
 - Support infection prevention and control by following Health Act 2006 requirements and internal policies.
 - Work collaboratively with other staff and maintain confidentiality at all times.
 - Undertake training relevant to the role, including health & safety, COSHH, and infection control.
 - Provide flexible cover for annual leave or ad-hoc absences across sites as required.
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Staff and Training

- Ensure all aspects of mandatory and role-specific training are completed on time, including Bluestream and other online training.
 - Participate in continuing professional development and lifelong learning, identifying training needs.
 - Participate in an annual performance review and maintain records of personal/professional development.
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Systems and Equipment

- Basic IT skills to access online systems, training modules, and internal communications.
 - Ability to use cleaning equipment safely and maintain it in good working order.
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Safeguarding Responsibilities

- Attend mandatory safeguarding training for children and adults.
 - Follow relevant legislation, policies, procedures, and professional guidance.
 - Report any safeguarding concerns promptly to the designated Safeguarding Lead.
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Infection Control

- Follow infection prevention and control policies at all times.
- Support the reduction of healthcare-associated infections.
- Attend mandatory infection control training.

Risk Management / Health and Safety

- Comply with the Health & Safety at Work Act 1974 and internal safety procedures.
 - Maintain a safe working environment for staff, patients, and visitors.
 - Report hazards, near misses, and accidents promptly.
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Smoking at Work

- Inclusion Healthcare operates a non-smoking policy. Smoking is not permitted on premises or during working hours when representing the organisation.
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Policies and Procedures

- Follow all Inclusion Healthcare policies, procedures, and professional standards.
 - Policies are accessible via Practice Index or through your Manager/HR.
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Work Environment & Flexibility

- Flexible role covering multiple sites as required.
 - Training provided for safe use of equipment and chemicals.
 - Flexibility required to cover staff annual leave or ad-hoc absences.
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REVIEW OF THIS JOB DESCRIPTION

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs to meet the needs of the care of our patients.

DIGNITY AT WORK STATEMENT

Inclusion Healthcare is committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

PRE- EMPLOYMENT CHECKS

- This role is subject to a satisfactory DBS check.
- Right to work in the UK must be confirmed prior to employment.
- References will be requested and must be satisfactory.

PERSON SPECIFICATION

JOB TITLE: Domestic Assistant		
DEPARTMENT: Domestic Team		PAY RATE £ 12.21 per hour
Criteria	Essential	Desirable
Qualifications / Training	Able to follow instructions and undertake mandatory training	Previous cleaning qualification (e.g., NVQ in Cleaning Services)
Experience	Previous domestic cleaning experience	Experience in healthcare, GP surgery, or clinical environment
Skills / Knowledge	Basic IT skills (for training and reporting), time management, attention to detail, ability to work independently and as part of a team	Familiarity with cleaning chemicals/equipment in a healthcare setting
Personal Attributes	Reliable, punctual, flexible, professional, empathetic, maintains confidentiality	Awareness of infection control procedures and risk management

JOB HOLDER	SIGNATURE
	DATE
MANAGER	SIGNATURE
	DATE

October 2025