

Cleaner

July 2025

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

Cleaner (The Sadie Centre)

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at

<https://www.hertsmindnetwork.org/vacancies/cleaner-the-sadie-centre/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Being able to drive and having access to your own vehicle is essential for this role.

Please return applications to Hils Lythgoe at the above address or by email to recruitment@hertsmindnetwork.org

Closing date for receipt of applications is ongoing, until we have filled the role.

Interviews will be held on a rolling basis at The Sadie Centre, Letchworth.

Yours sincerely

Hils Lythgoe
Director of Finance & Resources

Our Vision, Purpose and Values

Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values

Hope

We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



Together

We share learning, build relationships and connect with others to promote better mental health across our community.



Courage

We are determined, bold and unstoppable.



Responsive

We take time to listen, to learn, to share and to act.



Job Description

Job title:	Cleaner
Reference Number:	295
Salary scale:	£12.21 per hour
Contracted hours:	Circa 10-15 hours per week. Hours to be agreed as per Centre requirements Week day and weekend hours will be required either mornings or evenings
Working base:	The Sadie Centre
Reports to:	Director of Finance & Resources
Checks needed:	Basic DBS, Two references

Background of Post

We are looking for an organised, reliable, detail-oriented Cleaner to join our team. The Cleaner will be responsible for ensuring all areas of The Sadie Centre are clean, sanitary, and presentable at all times, contributing to a safe and comfortable environment for clients and staff.

Purpose of Post

As a Cleaner you will be supporting Herts Mind Network and The Sadie Centre with their work by providing a clean environment for the staff, volunteers and users of the centre ensuring that all areas are well-kept and hygienic.

Accountability

You will be line managed by the Director of Finance & Resources at HMN but will manage your own workload, prioritise tasks and work on your own initiative.

Key Responsibilities

- Daily clean and sanitise treatment rooms, bathrooms, waiting areas, and communal spaces.
- Sweep, mop, vacuum floors, and dust all surfaces as required.
- Disinfect high-touch areas (e.g., door handles, light switches, reception desk) regularly.
- Empty and dispose of rubbish and recycling.
- Refill toiletries and cleaning supplies as needed.
- Follow daily and weekly cleaning checklists.
- Notify the resources team of any damages, maintenance needs, or low stock.
- Ensure cleaning is completed discreetly and respectfully.
- Assist with special cleaning projects as requested by your line manager

General Responsibilities

- To ensure compliance with legal, ethical, regulatory and social requirements.
- To follow our employee Code of Conduct at all times
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act.
- To be an active and effective team member.
- At all times to carry out every aspect of your duties with due regard to HMN policies and procedures including the Equalities statement.
- To maintain a professional level of communication at all times.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Please see person specification on next page.

Person Specification		Essential/ Desirable
Knowledge		
Knowledge of safe and effective cleaning practices, including the correct use of cleaning products, equipment, and basic infection control procedures		E
Basic Health & Safety or COSHH training		D
Experience		
Previous cleaning experience (especially in wellness, healthcare, or hospitality environments)		E
Previous lived experience of mental ill health		D
Skills and Abilities		
Ability to work independently and manage time effectively		E
Trustworthy and respectful of client confidentiality		E
Professional, discreet, and courteous		E
Ability to follow health and safety guidelines and cleaning schedules		E
Attention to detail and pride in maintaining a clean & organised space		E
Familiarity with cleaning equipment for example floor/carpet cleaners/polishers		D
Good communication skills and ability to report issues promptly		E
Practical		
Basic IT skills		D
Dependable, punctual, demonstrating a strong work ethic		E
Positive attitude with a focus on customer service and satisfaction		E
Personal Circumstances		
Ability to work unsocial hours		E
Reliable and punctual		E
Show flexibility in working		D

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Registered Charity Number 1112487