

JOB DESCRIPTION

Casual Cleaner/Laundry Assistant



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| DEPARTMENT | Facilities |
| REPORTS TO | Head of Facilities |
| RESPONSIBLE FOR | N/A |
| WORKING PATTERN | As and when needed |
| ISSUE/REVISION DATE | April 2025 |

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, uniting purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

THE ROLE

To undertake general cleaning duties throughout the School, including School buildings and Boarding Houses, as well as supporting the laundry department in the collection, processing, and distribution of laundry. The post-holder is expected to help maintain a safe, clean, and efficient environment for pupils and staff.

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection and Safeguarding policies and procedures at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Designated Safeguarding Lead.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post-holder develop. The School expects that the post-holder will recognise this and will adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

CORE DUTIES

Cleaning

- Clean bedrooms, bathrooms, kitchens, and communal areas
- Tidy rooms and damp-wipe furniture and surfaces
- Empty and clean waste bins
- Vacuum carpets, spot-clean stains, and wash hard floors
- Clean showers, baths, basins, and toilets; replenish consumables
- Clean and maintain kitchen appliances including fridge, microwave, and dishwasher
- Check for and remove cobwebs; perform high/low level dusting
- Clean external bin areas
- Carry out end-of-term cleaning and maintenance checks
- Report any repairs or maintenance issues
- Ensure adequate supplies in designated areas

Laundry

- Collect and deliver laundry to and from boarding houses and school departments
- Sort laundry, load and unload washing machines and dryers
- Fold, press, and pack clean laundry
- Perform daily and weekly maintenance checks on laundry equipment and vehicles
- Maintain cleanliness of work surfaces and equipment
- Conduct basic stock control and periodic deep cleaning
- Perform lint cleaning and high-level cleaning tasks as needed

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team. It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children.

PERSON SPECIFICATION

Post holders/candidates will be expected to demonstrate the following:

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- A good level of general education

DESIRABLE

- Full driving licence
- Level 2 qualification in Commercial Laundry Operations
- First Aid Certificate

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Experience working as part of a team and independently
- Previous experience in cleaning and/or laundry services
- Experience within a busy service-related environment
- Previous experience of working in a cleaning operation on a large scale/site

DESIRABLE

- Basic knowledge of COSHH and Manual Handling (training provided)

SKILLS AND ABILITIES

ESSENTIAL

- Good verbal communication skills
- Ability to follow written and verbal instructions
- Able to work quickly and calmly under pressure
- Strong attention to detail
- Ability to prioritise tasks and manage workload
- Willingness to be flexible and adaptable in role

PERSONAL ATTRIBUTES

ESSENTIAL

- Reliable, honest, and punctual
- Well-organised and trustworthy
- Security conscious at all times
- Hardworking, resourceful, and emotionally resilient
- Ability to develop mutual respect with pupils and staff

OTHER REQUIREMENTS

- The role involves physical tasks, including lifting heavy laundry bags and standing for long periods.

SCHOOL VALUES AND BEHAVIOURS

All staff are expected to conduct themselves in line with the School's values which are: **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge poor behaviour in ourselves and others.
- We are open to new ideas, and seek fresh challenges.

HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions whilst setting them in the context of today.

HUMILITY

- We work hard to serve others within the School and across our wider communities where possible putting their interests before our own
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome, we celebrate those that took part.

FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together
- We are kind and inclusive; we value the contribution that each of us makes.
- We role model the behaviours that we would like to see in others; we ask only of others what we would be prepared to do ourselves.