

# Join us

## Relief Domestic Assistant



Where  
compassion  
meets  
adventure



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## Welcome from James Goodyear, Interim Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. We strive to look after our community, provide excellent care and grow local talent. We are also excited by the increasing diversity that our colleagues from elsewhere in the UK and the world bring to Orkney. If it's a move you are considering, like I did, you will no doubt have a lot of questions going through your mind about what it's really like to live and work on an island and you can find out more about living and working here in our *Introduction to Orkney and NHS Orkney* section.



Below is some helpful information about working here to help you as you do your own research. I hope that you find this pack useful, and that it helps you come to the conclusion that you should apply to work here.

We are proud to employ 800 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement and has a bright future. Our Promise (vision) is: 'Looking after our community and providing excellent care.' Our Corporate Strategy - called "Delivering what matters to our community: 2024-2028" is our compass and sets out our year-on-year priorities.

Our values, aligned to those of NHS Scotland, are:

- **Open and honest**
- **Respect**
- **Kindness**

Our five strategic objectives, are:

1. **Place** – by 2028 we will be a key partner in leading the delivery of place-based care which improves health outcomes and reduces health inequalities for our community
2. **People** – by 2028 we will ensure NHS Orkney is a great place to work
3. **Patient safety** – by 2028 we will consistently deliver safe and high quality care to our community
4. **Performance** – by 2028 we will within our budget, ensure our patients receive timely and equitable access to care and services and use our resources effectively
5. **Potential** – by 2028 we will ensure innovation, transformation, education and learning are at the forefront of our continuous improvement

You can read more about our Corporate Strategy on our website: <https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028>

I believe in compassionate and visible leadership and creating an open, honest and transparent culture that supports staff to innovate, feel empowered to lead and to fulfil their true potential.

I want us to have a listening and learning culture here, where staff feel supported, valued, looked after and safe speaking up when they have concerns, including those about safety, and confident knowing they will be listened to and their feedback acted on.

It is important that we consistently listen to and respond to patient and staff feedback so that we can learn and continuously improve what we do.

It is also important to me that we have an inclusive culture and one where difference is celebrated, and where staff feel comfortable bringing their whole selves to work.

The final thing I would like to say to any prospective applicant who may be considering a move to Orkney is that the islands occupy an enviable location at the North of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us and we'd be pleased to discuss further.

We recognise you will have many questions for us to help you to reach the right decision about your future. I look forward to hearing from you, and I hope meeting and working with you.

We are on an exciting improvement journey – and you could be part of this.

**James Goodyear**

**Interim Chief Executive**

**NHS Orkney**





## Job Advert



### About the Organisation:

NHS Orkney is committed to delivering excellent care to our 22,000 residents. Whether you're new to the NHS or bringing experience from elsewhere, your skills will make a real difference.

Our modern healthcare facility, The Balfour, brings together inpatient care, emergency services, outpatient clinics, diagnostics, GP practices and the Scottish Ambulance Service. We're also investing in services across our outer isles, ensuring high-quality care reaches every corner of Orkney.

We are guided by our core values that shape everything we do – Open and honest, Respect and Kindness – from how we care for our patients to how we support each other as colleagues.

### About Orkney:

With over 70 islands – 20 of them inhabited – Orkney offers a unique blend of natural beauty, close-knit community and an opportunity for adventure. From dramatic coastlines and rare wildlife to rich cultural traditions and active lifestyles, it's a place where compassion thrives and every day brings something new. Regularly named one of the UK's best places to live, Orkney offers a lifestyle that's both fulfilling and inspiring.

### The Position:

Are you passionate about creating safe and spotless spaces? We have an exciting opportunity for a dedicated individual to join our team at The Balfour, helping to maintain a clean and safe working environment in line with the NHS National Cleaning Specification.

As a key member of our Domestic Services team at The Balfour, you will play a vital role in ensuring our facility meets the highest standards of cleanliness.

### The Candidate:

We're looking for candidates with prior cleaning experience, strong interpersonal skills, and the ability to work both independently and as part of a collaborative team. Excellent communication skills and a commitment to maintaining confidentiality are essential for this role.

While experience in a healthcare setting, as well as COSHH and Infection Control training are advantageous, they are not mandatory – comprehensive training will be provided.

### Location, Working Pattern and Contract Duration:

This post will be based at **The Balfour**

The successful candidate will work: **on a Relief Basis**

This post is **Relief**

It is a condition of this employment that you must live and remain a resident within the UK for the post in which you will be employed with NHS Orkney.

### Benefits and Salary:

Did you know NHS Scotland salaries are higher than those in England, Wales, and Northern Ireland?

The salary for this post is **Band 2** and if residing on Orkney, you'll also receive a **Distant Islands Allowance of £1,657** pro rata per annum, adding extra value to your rewarding career with us.

NHS Orkney also offers an attractive pension scheme, wide range of work life balance policies, employee assistance programme and various discounts to both local and national retailers.

**Further Information:**

If you share our vision and are ready to be part of Team Orkney, we'd love to hear from you. Your rewarding career starts here!

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process, and you will be asked whether you require any during your application. If there are additional requirements you would like to request, please contact [ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

For further guidance on the recruitment process and tips for creating a strong application, please refer to our Candidate Application Pack.

**To find out more about this opportunity please contact Michelle Grieve on 01856888905 or [michelle.grieve@nhs.scot](mailto:michelle.grieve@nhs.scot)**

This post is subject to a Disclosure Scotland check.

NHS Orkney is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

**Artificial Intelligence (AI)** - Candidates should provide original and authentic responses to all questions within the application form. The use of artificial intelligence (AI), automated tools, or other third-party assistance to generate, draft, or significantly modify responses is strongly discouraged. By submitting your application, you confirm that all answers are your own work, reflect your personal knowledge, skills and experience, and have not been solely produced or altered by AI or similar technologies.

**Failure to comply with this requirement may result in your application being withdrawn from the application process.**

***Please note this advert may close early if sufficient applications are received.***

**Interview Date: Wednesday 22<sup>nd</sup> of April 2026**

# Job Description

<b>1. JOB DETAILS</b>	
<b>JOB TITLE</b>	Domestic Assistant
<b>SERVICE</b>	NHS Orkney
<b>DEPARTMENT</b>	Facilities
<b>GRADE</b>	Band 2
<b>LOCATION</b>	The Balfour
<b>REPORTING TO</b>	Domestic, Linen and Porter Lead

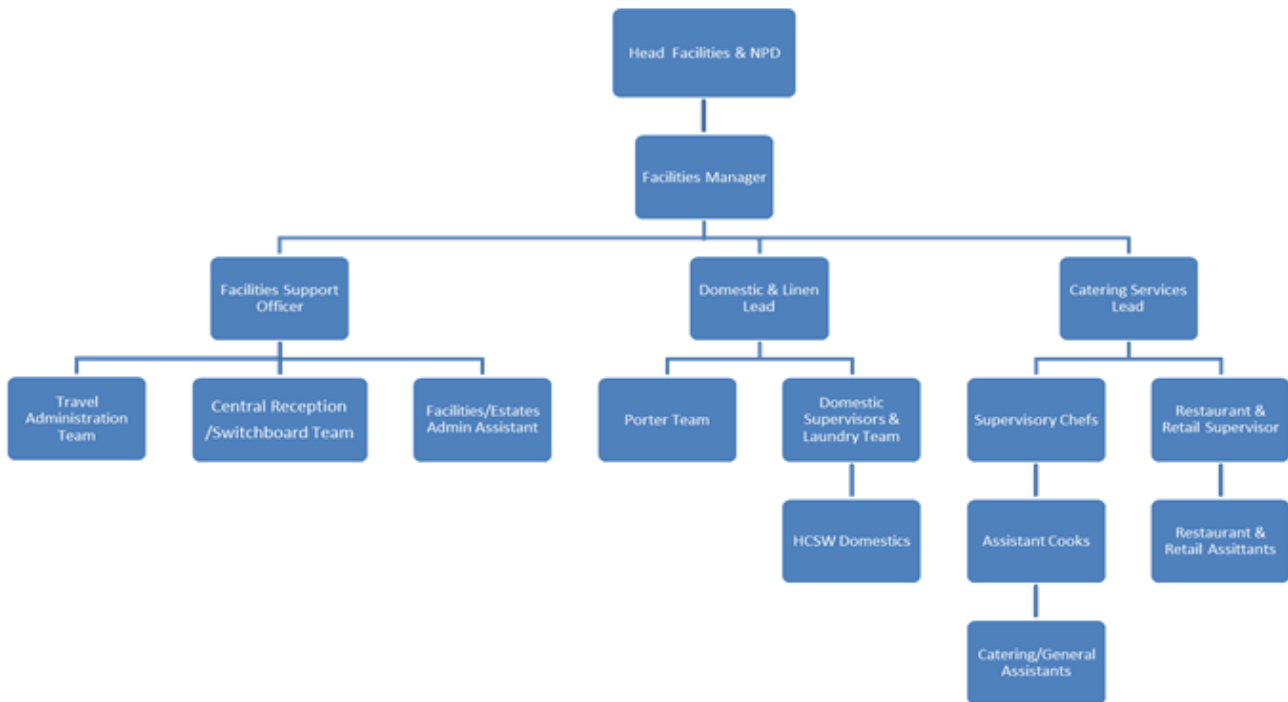
## **2. JOB PURPOSE**

The post holder will be part of a team maintaining a clean, safe working environment for all areas of NHS Orkney in line with the NHS Scotland National Cleaning Services Specification, providing a comprehensive non-clinical support service to the healthcare environment to ensure compliance with HAI standards.

## **3. DIMENSIONS**

Hospital with 49 beds, various clinical and non-clinical areas, residential properties, external GP surgeries and isles practices.

#### 4. ORGANISATIONAL CHART



#### 5. ROLE OF DEPARTMENT

To maintain a clean, safe working environment for all areas of NHS Orkney in line with the National Cleaning Services Specification and Health Associated Infection standards.

#### 6. KEY RESULT AREAS

The duties and responsibilities for both clinical and non-clinical areas are detailed below. Although not all will be regularly applicable, Healthcare Support Workers require the flexibility to be able to cover all areas and therefore will require the competency to carry out all these tasks.

##### Clinical and Non-Clinical Areas

- Cleaning all floor areas, by vacuuming, sweeping and scrubbing as appropriate
- Clean bathrooms and toilets and ensure that there are adequate supplies of soap, toilet tissues and hand towels.
- Damp-dust as appropriate, all low- and high-level surfaces including furniture, skirting, ledges, pipes, radiators and shelves.
- Clean beds
- Responsible for the cleaning of domestic trollies

- Remove marks off walls and doors.
- Collect, secure, and dispose of general and clinical refuse, clean bins and replace liners.
- Change screens as required.
- Maintain an adequate stock of cleaning materials within designated area to comply with Health Associated Infection standards, ensuring all chemical-based cleaning materials are stored in line with Control Of Substances Hazardous To Health regulations.
- Participate in departmental induction and training of new staff.
- Ensure all items within the finishing kitchen areas are stored adequately to comply with Food Hygiene regulations. Ensure finishing kitchen is stocked daily.
- Report defect/breakdown of equipment immediately.
- Comply with National Cleaning Services Specification; Food, Fluid and Nutrition in Hospitals; Standard Infection Control Precautions Policy and Health Associated Infection standards at all times within the working environment.
- High standard of personal hygiene always required within the working environment.
- Comply with Health and Safety regulations e.g. use of adequate signage whilst mopping, cables stored adequately, and reporting hazards.
- Comply with Control of Substances Hazardous to Health regulations, safely using and storing chemical-based cleaning materials within the working environment.
- Adhere to all aspects of mandatory training.
- Comply with Manual Handling Regulations within the working environment.
- Carry out risk assessments as required within the working environment.
- Comply with Fire Safety Regulations within the working environment.
- Adhere to departmental, organisational and national Policies and Procedures always within the working environment.
- Ensure all work tasks are completed daily following the frequencies detailed in the NHS Scotland National Cleaning Services Specification.
- Complete comprehensive cleaning schedules daily to record that all tasks have been carried out to the required frequency and standard.
- Check own work to ensure that all tasks have been carried out to the required standard.
- Actively participate as a team member.
- To participate in Facilities Management Tool audit and environmental audit with Domestic Supervisor as required.
- Work on own initiative with minimal physical supervision. Lone working staff have 24-hour access to on-call supervisors by telephone should support be required.
- Within residential accommodation responsible for changing and making up of beds on residents' departure. Also, the cleaning of the property once vacated

**Clinical Areas only**

- Taking meals orders from the ward to the kitchen
- Serve beverages and toast to patients as instructed by the Senior Charge Nurse.
- Ensure that the water coolers, fridges and kitchen appliances are clean.
- It is the responsibility of the nursing team to serve patient meals. Healthcare Support Workers can assist nursing team if this has been previously agreed by the Domestic Team Lead.
- Carry out Terminal/Infection Control cleans as required, prioritising this task at short notice, ensuring correct procedure is always followed and ensuring correct Personal Protective Equipment is worn during the process to prevent the spread of Health Associated Infections.
- Treat patients and their relatives/ carers with dignity and respect always. Assist them with non-clinical queries.
- Work closely with clinical staff in ward areas, communicating any issues or queries with them as required

### **7a. EQUIPMENT AND MACHINERY**

All cleaning equipment and machinery throughout the domestic services e.g.:

- Floor Scrubbers
- Dish Sterilizer
- Toaster
- Fridge
- Vacuum
- Microwave
- Water Boiler
- Floor Mopping Equipment
- Cleaning Trolley
- Tea Trolley
- Responsible for own personal safe use of the above equipment.
- Computer/IT systems

### **7b. SYSTEMS**

- Completion of own timesheet/holiday sheets/sickness notes.
- Reporting of faulty equipment to Domestic Services or Estates.
- Completion of cleaning schedules.
- Completion of finishing kitchen stock sheets
- Online training course done through Turas system
- NHS e-mail
- NHS Orkney Blog on line

## **8. ASSIGNMENT AND REVIEW OF WORK**

Workload will be determined by daily cleaning schedule set according to National Cleaning Services Specification, and the requirement to prioritise discharge/ terminal cleans or temporary adjustment to the routine as delegated by the Domestic Supervisor.

Domestic Supervisor monitors work performance according to National Cleaning Service Specification and the Facilities monitoring tool.

Own work must be checked to ensure the correct standard is met.

Cleaning schedule must be signed off daily to reflect completed tasks.

Report and issues to Domestic Supervisor or Senior Charge Nurse in the ward areas

## **9. DECISIONS AND JUDGEMENTS**

Work with minimal supervision often in a lone working environment using own initiative. Staff have 24-hour access to on-call supervisors by telephone should support be required.

Escalate issues or concerns, sometimes regarding the welfare of patients, to supervisor or Senior Charge Nurse (SCN) using own judgement.

Organise workload in conjunction with the set cleaning schedule, prioritising work based on urgency of task e.g. terminal cleaning.

Temporary adjustments are necessary at times to carry out terminal cleans or to cover staff shortages, a flexible and adaptable approach is required.

Ensure ward kitchens and Domestic Services Rooms (DSR) are adequately stocked using own judgement.

Always ensuring confidentiality.

## **10. MOST CHALLENGING/DIFFICULT PARTS IF THE JOB**

Ensuring cleaning schedules are adequately completed daily often with a heavy workload.

Working environment can be difficult and stressful at times. Very ill patients or grieving relatives can be present in the working environment; occasionally violent or aggressive patients can be in or near the working area.

Occasionally, working with minimal Domestic supervision, sometimes in a lone working environment. Staff have 24-hour access to on-call supervisors by telephone should support be required.

Attention to detail is always required to prevent the spread of Health Associated Infections.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

**Internal:** Team members, supervisors, management, clinical and non-clinical staff, patients, directors

**External** members of the public/visitors, Healthcare Environment Inspectorate (HEI).

Various forms of communication required including face to face verbal, telephone, written e.g. cleaning schedules.

There are occasions where sensitive information is received such as patient identifiable information.

If the nursing staff are busy then the domestic staff may have to be the first point of contact for relatives. Tact, empathy and at times sympathy is required when dealing with bereaved or upset relatives.

When serving breakfasts, tea and coffee, some patients are difficult to communicate with and there is a need to communicate in ways other than speech.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical Effort**

- Physically demanding, you will be standing most of the shift. Bending, stretching and twisting is frequently required sometimes in restricted positions.

### **Mental Effort**

- Ensuring cleaning schedules are adequately completed daily often with a heavy workload.
- Occasionally, working with minimal Domestic supervision, sometimes in a lone working environment. Staff have 24-hour access to on-call supervisors by telephone should support be required.
- Attention to detail is always required to prevent the spread of Health Associated Infections

### **Emotional Effort**

- Working environment can be difficult and stressful at times. Very ill patients or grieving relatives can be present in the working environment; occasionally violent or aggressive patients can be in or near the working area.

### **Environmental Demands**

- Working in hot conditions with frequent exposure to unpleasant smells
- Exposure to body fluids

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- Good standard education
- Good Communication Skills (good English desirable)
- Ability to work under pressure
- Basic IT Skills
- COSHH Training
- Infection Control Training and knowledge of HAI Standards
- Ability to take part in online TURAS training
- Knowledge of basic cleaning

<b>Job Description Agreement</b>	
Job Holder's Signature	Date:
Head of Department Signature	Date:

## Person Specification

**Job Title:** Domestic Assistant

**Department:** Facilities

**Location:** The Balfour

FACTOR	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	<p>Experience of dealing with people</p> <p>Experience of working to procedures and protocols</p> <p>Previous experience of cleaning</p>	<p>Previous experience of working in a Health Care environment</p>
<b>QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS</b>	<p>Basic IT Skills</p>	<p>Moving and Handling training</p> <p>COSHH Training</p> <p>Infection Control Training</p>
<b>KNOWLEDGE AND SKILLS</b>	<p>Awareness of infection control procedures.</p> <p>Ability to work under own initiative</p> <p>Good communication skills</p> <p>Ability to work as part of a team</p> <p>Ability to prioritise workload and work under pressure</p> <p>Basic awareness of manual handling</p>	<p>Show awareness of health, safety and control of infection issues related to cleaning services</p> <p>Knowledge of cleaning tasks preferably in a hospital environment</p>
<b>DISPOSITION</b>	<p>Reliable</p> <p>Caring and sympathetic.</p> <p>Adaptable and flexible to change</p> <p>Consistent attention to detail</p> <p>Ability to work in a stressful or upsetting environment</p> <p>Work well within a team</p>	

## Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children and young people. Homes are very affordable and with little traffic,



travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to [www.orkney.com](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and learn more about NHS Orkney at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).



## Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

[ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

## Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>