



JOB DESCRIPTION

Job Title:	Cleaning Co Ordinator
Reports To:	Planned Works Manager
Team:	Local Delivery
Directorate(s):	Operations
Grade:	BHA B4
Job purpose:	<p>To coordinate and monitor the Cleaning Team to deliver an efficient cleaning service, meeting service standards, within the Associations properties.</p> <p>To be the initial point of contact for both customers and the cleaning team to help resolve any queries.</p>

Overview:

1. Key skills to do the job

- Practical technical knowledge of cleaning products
- Coordination of multiple work tasks, with a focus on efficiency
- Understanding of and ability to apply relevant H&S procedures

Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness

You will admit to mistakes and learns from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- The ability to communicate clearly and effectively both verbally and written.
- Ability to understand and follow instructions for use of works equipment and health and safety procedures.
- Excellent time management skills with the ability to plan and organise their own diary and other cleaning team members day to day activities.
- Co-ordinate with the other technical experts and with local delivery teams to ensure efficiency of service to tenants.

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- To ensure that stock levels of cleaning supplies are maintained, orders placed as necessary, and records retained.
- To co-ordinate cleaning schedules (including void cleans) to ensure that standards are maintained.
- Monitor performance and service delivery by the Cleaning Team, reporting any concerns to the relevant Operative's Line Manager.
- Conduct site audits to ensure standards are maintained.
- Provide input into the annual Service Charge review and to provide data for the actual Service Charge Statements
- Contribute to the periodic budget reviews throughout the year.
- To liaise with the health and safety team on safety matters and assist with the completion of relevant COSHH assessments.
- Liaise with Cleaning Supervisor on technical issues. Escalating any issues to the relevant Manager (Local Delivery Manager / Local Delivery Team Leader/ Planned Works Manager)
- Carrying out as necessary risk assessments to ensure safe system of work by the cleaning team.
- To identify suitable areas of environmental improvement and to reduce environmental impact where practical.
- Supporting the Local Delivery Manager / Local Delivery Team Leader with operational matters.
- To assist wherever appropriate with individual enquiries from customers about matters relating to cleaning. Including attending relevant tenant events.
- To ensure that additional assistance is made available whenever necessary, in respect of cover for absence, leave or particular serious incidents which may require specialist cleaning assistance
- To identify areas of development and improvement of the cleaning service.
- To assist in times of sickness and holiday by covering the cleaning duties as needed. With appropriate training, to clear sharps and contaminated/environmental waste as and when required.
- To work in a safe manner according to the Association's Health and Safety Policy and Procedures

Common Features applicable to all roles within Broadland:

- Driving licence essential as travel throughout Norfolk required
- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of

data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.

- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Cleaning Coordinator

Essential Criteria

Qualifications

- A minimum of GCSE level (or equivalent) passes in Maths and English.

Experience

- Minimum 2 years' experience within a supervisory cleaning post, preferably within a void or environmental cleaning environment.
- Minimum 1 years' experience of working in a role involving administration
- Ability to use Microsoft applications e.g. Excel spreadsheets and other IT software as required
- Practical technical experience of cleaning products.
- Experience of dealing with expressions of dissatisfaction
- Excellent time management skills with the ability to plan and organise own diary and other cleaning team members day to day activities.
- A high level of personal pride and dedication to providing a high- quality cleaning service
- The ability to communicate clearly and effectively both verbally and written.
- Basic understanding of budgets
- Ability to understand and follow instructions for use of works equipment and Health and Safety procedure.

Desirable Criteria

Qualifications

- A relevant professional qualification.
- A relevant H&S qualification

Experience

- Experience in working within the Housing sector or void cleaning contractor.
- Build, Void or Environmental Cleaning
- Line Management