

# Broadland Housing Association



## JOB DESCRIPTION

<b>Job Title:</b>	Cleaning Operative
<b>Reports To:</b>	Local Delivery Manager / Local Delivery Team Leader
<b>Grade:</b>	BHA A
<b>Directorate:</b>	Local Delivery
<b>Job purpose:</b>	<p>To deliver an efficient cleaning service within the Associations properties (General planned, Reactive &amp; Void cleaning), contributing to successfully meeting the service standards &amp; void re-let target window.</p> <p>To maintain a clean and tidy environment within both internal and external communal areas of the Association's premises, in the interests of the welfare of the customers, by promoting a safe and hygienic standard of accommodation.</p>
<p><b>Required Behaviours</b></p> <p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values.</p> <p>These sub-headings and example statements reflect these expectations, but you must refer to the Behaviour Framework available on Broadland Online for more detail.</p>	<p><b>Openness</b> - You will admit to mistakes and learn from them.</p> <p><b>Responsible</b> - You will actively use your skills and knowledge to ensure high quality outcomes.</p> <p><b>Collaborative</b> - You will support Broadland's one team approach and challenge silo working when you are aware of it.</p> <p><b>Fair</b> - You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.</p> <p><b>Innovative</b> – You will embrace changes in ways of working when adopted by Broadland and support colleagues who find change difficult.</p> <p><b>Reliable</b> - You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.</p> <p><b>Trustworthy</b> - You will demonstrate professionalism in all that you do and stick to our approved policies and procedures</p>

	<b>Environmentally Aware</b> - You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.
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## Overview:

### 1. Knowledge

- Good knowledge of general cleaning and requirements

### 2. Mental Skills

- Ability to do and complete specific tasks, of a routine nature with little supervision required
- Ability to plan and organise own time and prioritise accordingly in line with guidance from the Local Delivery Manager / Local Delivery Team Leader.
- Basic IT skills to use company provided digital equipment – including reading and responding to e-messages and using necessary apps.

### 3. Communication & Interpersonal Skills

- Ability to communicate effectively and to maintain a favourable working relationship with other team members, managers, other members of the organisation, tenants and contractors and suppliers. This will be achieved in courteous manner.
- Ability to communicate digitally with colleagues and line manager.

### 4. Initiative and Independence

- Work of a routine nature involving the solving of straightforward, common problems with the ability to look at problems which need to be resolved and this can usually be done through experiences of exposure to the situation, past experiences and learnt knowledge.
- Works under some supervision but does not rely on direct supervision and guidance except on problems.

### 5. Responsibilities factor (Accountability)

- Responsible for working in a safe manner using tools and equipment provided in the manner instructed.
- Ensuring that void properties are cleaned and ready for occupancy within the set time frames.
- Ensuring the Associations interior and external communal areas are clean and tidy.
- Ensuring that cleaning is carried out to the specified and agreed standard resulting in no customer complaints.
- Acting as the eyes and ears for the Association and reporting back any concerns identified or witnessed in the course of your duties.
- To be the face of Broadland Housing and portray a professional image to our tenants.
- Deliver a value for money service for our tenants.

**Main activities of the role:**

- To work within an agreed schedule, travelling between the association's premises providing cleaning on a daily, weekly or occasional basis
- To ensure that the safety of customers is paramount in assessing and carrying out cleaning requirements in all communal areas of the scheme premises
- To assist wherever appropriate with individual enquiries from customers about matters relating to cleaning
- To liaise with appropriate staff to ensure that additional assistance is summoned whenever necessary, in respect of cover for absence, leave or particular serious incidents which may require specialist cleaning assistance
- To work in a safe manner according to the Association's Health & Safety Policy and Procedures
- To contribute ideas to the development and improvement of the void cleaning service.
- With appropriate training, to clear sharps and contaminated/environmental waste as and when required.

**Special Features:**

- Flexibility in out of hours working, as business needs dictate
- The post holder must keep up to date with current sector developments
- Driving Licence as travel throughout Norfolk & North Suffolk required (Essential).
- All corporate or job specific training required by the Association as part of your job, is considered mandatory.
- All roles require that you act in accordance with the missions, values and behaviours of the Corporate strategy.
- Duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Association in order for it to fulfil its legal obligations.
- Promotion of Equality, Diversity and Inclusion.
- 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.

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## **PERSON SPECIFICATION**

**Job Title:** Cleaning Operative

### **Essential Criteria**

#### **Qualifications**

- Basic Literacy and Numeracy
- Driving License

#### **Experience**

- 1 year's previous experience within a cleaning post, preferably within a void or environmental cleaning environment.
- The ability to work effectively as a lone worker
- Excellent time management skills with the ability to plan and organise 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
- Ability to understand and follow instructions for use of works equipment and Health and Safety procedure.

### **Desirable Criteria**

#### **Experience**

- Experience in working within the Housing sector or void cleaning contractors
- Build, Void or environmental Cleaning