

Cleaning Contracts Officer

> Places and Estates > Estate Services Team

What's it all about

Reporting to Estate Services Manager, you will support with ensuring the day-to-day cleaning services are delivered to the best standard possible. You will make sure that services are completed within contractual timeframes and within budget supporting the NHG better together strategy.

How you'll make a difference

By ensuring performance of the contractor/s is consistent across the NHG, ensuring delivery is of a high standard and provides an effective, customer-focused, and consistent service across all regions, achieving business KPIs.

By externally representing and promote NHG effectively on matters relating to Cleaning and other associated works by creating a professional and positive image.

Working with the estates team to help design, budget for and successfully complete the annual improvement works across NHG.

You will keep the communal parts of our homes safe creating a welcoming environment for residents and visitors.

By making sure all our play areas are maintained and safe to always use.

By acting as an expert and point of contact in relation to cleaning and associated queries from internal and external customers and stakeholders. Providing advice and guidance and attending regional meetings with residents as required.

Through harnessing a detailed knowledge of the needs and delivery requirements of NHG sites.

How you'll do it

Through monitoring, managing and enforcing performance of all cleaning and pest related works in line with the contract and conditions across the NHG portfolio, through site monitoring and safety inspections.

Working collaboratively with the wider estates team ensure core services represents good value for money to our customers, protects our assets, and aligns to best practice and continuous improvement resulting in budgets meeting agreed yearly targets.

By assisting in the re-tendering of contracts as needed.

You will ensure contractors deliver the window cleaning service across NHG via the inspection and use of electronic records.

You will ensure all bulk waste is cleared in line with agreed performance metrics and is being disposed of according to legislative guidance.

You will monitor contractor performance on playground inspections. Through a proactive approach you will ensure our play areas are safe and managed in line with legislative guidance.

Explore innovative ways of delivering services taking advantage of new technology and best practice.

By assisting the asset management team in delivering cyclical works and minimising impact on residents via your knowledge of the local sites.

Through ensuring contractors have the appropriate third-party accreditation for their service specialism and that any sub contractors are performing effectively with quality control checks in place.

Ensuring that you follow and keep up to date with all relevant Notting Hill Genesis and statutory

policies and related procedures including health and safety and financial regulations.

Hybrid arrangements – at least two days a week in our on our estates and likely two days in an office working with others. Depending on work and interactions required working from home may be possible one day a week.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

This role is at a staff level

And it is expected that you will be:

Well versed in the practices of horticulture and arboriculture services

Passionate about delivering excellent customer services

Committed to our values within NHG

Driven to keep our estates and residents safe through high performance

Self motivated to learn and develop in line with best practices and legislative updates

A leader who works well with others who can motivate and inspire change within NHG

Happy working outside on the estates as well as in an office

Essential knowledge, experience and skills including qualifications and professional membership

- Knowledge of the relevant legislative framework for cleaning and associated works and a proven ability to manage risk and understand the impact for the wider business, ensuring that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation
- Previous experience of contract management and driving performance.
- Detailed knowledge of health and safety requirements linked to the delivery of cleaning and manual services.
- Demonstrable experience in the cleaning or associated sector.
- Proven experience and ability to deliver excellent customer care and valuing diversity
- Intermediate IT and systems skills including Microsoft office
- This role is subject to a basic criminal record check (CRB) issued by the disclosure and barring service (DBS)