

Cleaner

Stoke Quay – Multi Tenure Estates

Overview	
Role Purpose	To deliver a consistent, reliable and responsive customer focused service, which ensures value for money across a multi-tenure portfolio. To provide an outstanding cleaning service to all communal areas. The role will require a good eye for detail with the ability to notice repairs and report them using the necessary reporting procedures.
Responsible for	<p>Working across a rota for the estate services team ensuring all objectives are met within timescales.</p> <p>Keeping clear written records of activity undertaken.</p> <p>Demonstrate value for money in all tasks carried out.</p> <p>The delivery of cleaning services throughout the development, as well as attending quality inspections with the estate management team.</p>
Reports to	Cleaning Team Leader
Line management	N/A
Tier	12
Expectation Level	Colleague
Role relationships	
Internal	<p>Executive Board, Folio Board and Governance Committees Group</p> <p>Director of Commercial & Housing Commercial & Housing Directorate</p> <p>All tenures (Estate Team, Folio, Leasehold, Housing, C&S, Commercial) R&A, Development, Finance, ICT, BID</p>
External	Customers, Contractors, Suppliers and Auditors

Role accountabilities
<p>Ensure that the cleaning service is always delivered to a consistently high standard.</p> <p>Report all repairs to the Estate Services Office on a daily basis.</p> <p>Work to a weekly cleaning schedule to carry out cleaning duties in a structured way.</p> <p>Assist with weekly fire testing and help in all estate services duties when required.</p> <p>Report all Health and Safety risks that occur within the designated work area to the appropriate member of the management team promptly.</p>

Role accountabilities

Seek and record tenant feedback on service delivery improvement, resolving complaints associated with estate services team and implement any necessary changes.

Maintain up to date knowledge of all relevant legislation, procedures and best practice for the service area.

Ensure you follow the financial regulations, policies and procedures at NHG.

Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)

Essential

Must have proven experience of working in a customer facing, performance managed role.
Experience of using on-site equipment/machinery for certain tasks.
Experience of working to Manual Handling and Working at Height procedures.
Understanding and interpreting our legal requirements relating to Health and Safety.

Desirable

Thorough understanding and experience of working on or as part of a multi-tenure portfolio delivering a high standard, estate management service.

Skills

Essential

Excellent verbal and writing skills.
Fit to carry out the physical demands of the job and provide a basic repair service.

Desirable

Qualifications and/or professional membership

Essential

Desirable

(COSHH) or The British Institute of Cleaning Services (BICSc) cleaning certificates or equivalent.

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role sits within our Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:

Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)