
JOB DESCRIPTION

JOB TITLE: Estate Cleaner (part time)

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| Section: | Blenheim Gardens RMO |
| Reports To: | Estate Caretaker supervisor |
| Responsible For: | <i>Directly: 0 staff</i> <i>Indirectly: 0 staff</i> |
| Location: | Blenheim Gardens RMO, 24 Prague Place Blenheim Gardens Estate London SW2 5ED |
| Hours of work: | 20 hrs (flexible - Monday to Sunday) – fixed term contract |
| Salary | £14.00 PER HOUR |

Job Purpose

- To deliver an estate and block cleaning service on behalf of the RMO to estate residents
- To improve the RMOs performance in key KPIs and residents' satisfaction with service delivery
- To work within the organisation's Equal Opportunities Policy, Health and Safety Policy, COSHH arrangements, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role and to ensure the highest standards of customer care.

Key Responsibilities

- To undertake estate cleaning to internal (blocks) and external areas of the estate within a small team
- To carry out minor maintenance works and repairs as required
- To carry out such repairs that may arise for residents who are vulnerable, such as the elderly and disabled.
- To liaise with the RMO contractors and estate team to ensure the estate is cleaned and maintained to a high standard.
- To maintain and be responsible for the security of cleaning tools and equipment as well as any repairs and maintenance tools and plant.
- To ensure adequate levels of cleaning materials are kept or obtained from stock so as to enable repairs to be completed without delay.
- To provide details of stores usage and replacement requirements.
- To monitor access gates and doors, reporting and carrying out repairs as required.
- To ensure communal lights to staircases, landings and public areas are in working order, replacing bulbs and reporting repairs as necessary.
- To clean common areas of the buildings to a high standard.
- Mopping, sweeping, washing, dusting and polishing.
- To use a Leaf blower
- Manual handling
- High pressure washing to blocks, stairwells and bin chambers
- Ensure fire exits are kept clean, secure and accessible.
- Ensure the external areas of the residential buildings are kept tidy
- Litter picking
- Removal of refuse, recycling and bulk
- Removal of graffiti
- Rotate bins as required
- Maintain back areas
- To enter all relevant comments/details in the diary, as necessary. Complete all daily, weekly and monthly checks in accordance with schedule of log provided.
- Ensure external entrance areas are kept clean and clear, particularly during inclement weather.

- Ensuring appropriate levels of cleaning is always achieved.
- To act in a courteous and helpful manner to all occupiers in addition to members of the public, other team members, visitors, and to contractors employed on the estate.
- The ideal candidate will have cleaning experience and be physically fit, you will also have:
 - Good written and verbal communication skills
 - Good understanding of Health and Safety processes as well as COSHH requirements
 - To wear appropriate protective clothing and carry 'BLENHEIM GARDENS RMO' identification at all times.
 - To provide written or oral reports to the RMO office team on all aspects of the estate cleaning and maintenance of the estate.
 - To ensure all safety hazards are contained and reported to the estate office immediately.
 - To undertake any other duties that may be required to meet the exigencies of the service, and this may be varied from time to time to meet the needs of the service.
 - To carry out duties in accordance with Data Protection Act and comply with measures to protect the confidentiality of such information.
 - To complete work to the standard laid down by the RMO.
 - To liaise with colleagues, operatives / contractors on day-to-day repairs and cleaning issues
 - Undertake cleaning in void properties as required
 - Able to safely use machinery such as a leaf blower and high-pressure washer.
 - Undertake daily inspections of all estate blocks
 - Update the estate notice boards as required by the RMO office
 - To carry out regular estate inspections and ensure that repairs to common parts and services are processed, and other appropriate matters are brought to the attention of the RMO office.
 - To keep up to date with Health and Safety legislation, including the annual completion of Risk and COSHH assessments for all operatives and advise the Estate Services Team Leader of any safety issues.
 - To be responsible for maintaining stocks of cleaning materials, maintenance and consumable materials including PPE for the operatives. Ensuring that adequate stocks are kept and are stored safely.

Procurement

- Ensure purchase orders are used when collecting cleaning supplies and materials on behalf of the RMO

Stock Information, Database Management and Investment Planning

- Carry out inspections of the estate and blocks and report back on findings.
- Assist in the preparation of short, medium and long-term cleaning and repair planning of future capital investment and planned programmes of work.
- Ensure work orders are provided when requested to undertake works.
- Maintain a diary book and ensure the appointments planned are maintained and executed.
- When necessary, liaise with residents to ensure effective communication on all work and programmes. Be customer focused and maximise consultation opportunities for residents.
- When necessary, liaise with residents to discuss and agree works and their priorities.
- Communicate, liaise and deal with residents to ensure positive solutions and resolutions of complaints.
- Work effectively to develop positive working relationships with other departments, partners and contractors.

Excellence in Service Delivery, Monitoring and Key Performance Indicators

- statutory requirements, industry codes of practice and the RMOs procedures.
- Undertake regular and routine inspections to ensure continued compliance with regulatory and legislative requirements such as machinery, fire and health and safety compliance monitoring sheets.
- Proactively suggest improvements to cleaning and repair working practices and management systems.
- Contribute to the general running of the RMO.

Note: No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other duties commensurate with the post and to provide cover for other staff as requested from time to time.

PERSON SPECIFICATION

JOB TITLE: Caretaker

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| | | ON APPLICATION FORM | AT INTERVIEW |
| Qualifications | Appropriate academic (The British Institute of Cleaning Science (BICSc/the British Cleaning Certification Award (BCCA) or qualified by experience to an equivalent level. | ✓ | |
| Professional Knowledge and Experience | Working knowledge of Health and Safety Regulations relating to cleaning and COSHH assessments. | ✓ | ✓ |
| | Experience in undertaking industrial cleaning and following instructions | ✓ | ✓ |
| | Ability to work independently and to manage own workload. | ✓ | ✓ |
| | Knowledge and experience of tendering and contact administration. | ✓ | ✓ |
| Skills and Abilities | Commitment to resident management, involvement and empowerment. | ✓ | ✓ |
| | Ability to communicate effectively at all levels and with the interpersonal skills necessary to gain and sustain the confidence of service users and customers. | | ✓ |
| | Good written communication skills. | ✓ | ✓ |
| | Commitment to fairness, equality and diversity. | | ✓ |
| Flexibility and Commitment | Flexible in approach and committed to undertaking work to the highest standard | ✓ | |
| | Willingness to contribute to and be actively involved in tenant involvement and community empowerment activities and events. | ✓ | ✓ |
