



SWINDON
BOROUGH COUNCIL

Role Profile

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| Job Title: Supported Housing Cleaning Assistant | Role Profile Number: |
| Grade: J Salary: | Date Prepared: March 2019 |
| Directorate/Group: Housing and Community | Reporting to: Supported Housing Officer/Supported Housing Supervisor |
| Structure Chart attached: | Yes |

Job Purpose

The purpose of this role is to ensure schemes are kept to our high standards of cleanliness. The cleaning assistant will be responsible for a high standard of cleaning services at our St Ives scheme. Your main duties include the cleaning of all communal areas and car parks, bin stores and bin areas, paths, play areas, communal lounges, kitchens, toilets and offices.

Travelling to other schemes will be a regular feature so too will be cleaning and light maintenance of communal areas, void properties, and tending to communal garden areas in all schemes.

You will need to be physically fit and have the ability to handle heavy equipment and machinery used in cleaning and gardening. At times, heavy lifting and strenuous manual labour will be required, including the use of petrol driven gardening equipment.

Key Accountabilities

1. Clean as directed:
 - Cleaning, hoovering, brushing and maintaining communal areas, car parks, paths and play areas, residents lounge, laundry, kitchens, lights and windows, entrance halls, stairs and corridors and other areas where directed
 - Cleaning and maintaining of communal bins and bin stores, skimming where required and helping residents to recycle
 - Cleaning and light maintenance of void properties within schemes, which will include carpet cleaning, cleaning of white goods, kitchens and bathrooms, and at times, painting and minor repairs
 - Outside areas – including sweeping entrance areas, car-parks and walkways as necessary and litter picking.
2. Ability to handle heavy equipment and machinery used in cleaning and gardening, including the use of petrol driven gardening machinery and equipment.

3. Excellent knowledge of cleaning chemicals, correct storage, disposal and COSHH regulations
4. Perform and document routine inspection and maintenance activities.
5. Carry out heavy cleansing tasks and special 'one off' projects.
6. Make adjustments and minor repairs.
7. Stock and maintain toilets, kitchens and communal areas.
8. Capable of carrying out some basic maintenance jobs such as replacement light bulbs, lock changes, painting and assembling furniture.
9. At times, some strenuous lifting will be involved moving furniture in and around a number of schemes, and from scheme to scheme.
10. Driving licence required to drive company vehicle from scheme to scheme or to pick up materials and/or supplies.
11. Maintain a level of security including locking / unlocking doors.
12. Undertake projects and improvements such as gardening, improving signage, numbering of communal light fittings, fixing of signs, special cleans and litter clearances and graffiti removal projects, etc).

Supplementary Accountabilities

1. Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
2. Promote equality and diversity best practice in all areas of work. Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion gender or other protected characteristic.
3. Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a program of continuous development.
4. Undertake any other duties that can be accommodated within the grading level of the post.
5. To work within any team or from any base as directed by the Neighbourhood Housing Services Manager and to transfer between teams if required.
6. Act as a signpost for residents and contractors especially when the Supported Housing Officer (SHO) is not on site.
7. Assist with activations of the fire alarm and in the absence of the SHO meet the fire service at the alarm panel.
8. Core hours are 8.00 to 16.00 Monday to Friday.
9. Provide cover for sickness / leave wherever required within the Supported Housing team

Knowledge & Experience

Minimum:

- Physically fit, and ability to carry out strenuous manual work
- Good communicator, incorporating cheerful, friendly and outgoing approach to people
- Experience in a related field including experience of face-to-face contact with customers
- Awareness of fire safety issues in buildings
- Able to act on own initiative
- Good interpersonal skills
- Numerate, literate and able to keep records
- Full driving licence

Preferred:

- Experience in a similar role
- Experience of using heavy cleaning machinery
- Experience of working in social housing

Qualifications

GCSE Maths and English grade C or above, or equivalent qualifications

Decision Making

Ability to assess general maintenance issues and take appropriate action, e.g. carry out minor repairs, order repairs, and request specialist advice. Know when to refer issues to line manager.

Creativity and Innovation

Dynamic risk assessments
Problem solving

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| <u>Job Scope</u> | Budget Holder | No |
| Number and types of jobs managed | Responsibility | |
| Nil | | |
| Typical tasks supervised/allocated to others | Asset Responsibility: | Council vehicles, comms devices |
| None | | |

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Internal – e.g. Supported Housing Officers, Property Team
- External – Residents, Contractors and Emergency Services
- Contact with customers within schemes and dealing with face-to-face interactions.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name: |
| Date: | |