

LEVEL 1 – SERVICE DELIVERY



Neighbourhood Estates Solutions

Neighbourhood Estate Cleaner

Location: Enfield, North London

Salary: £21,630 per annum, £11.88ph

Hours: 35

Reporting to: Cleaning Supervisor

Role Purpose

Our frontline NES team provide a high quality cleaning service to tenants and residents across a large number of sites. They are efficient, friendly, pay great attention to detail and take pride in delivering a great service at all times.

The team

Neighbourhood Estates Solutions Ltd provides professional cleaning and estate management services on behalf of a local North London Housing Association. Our team of cleaners and gardeners work on a rota across our housing estates and residential sites in Enfield, Haringey, Barnet and Waltham Forest.

Working for us

We pride ourselves on operating a friendly and professional team. We believe we provide a great service that makes a difference to our local community and in return we offer our employees good pay and benefits, a chance to develop and to be part of a supportive team.

What we're offering

- 23 days holiday plus bank holidays (pro rata)
- Health care cashback scheme
- Employee assistance programme including free counselling and legal advice
- A supportive and friendly working environment
- Training and Uniform
- Company pension scheme

Welcoming to all

NES is a 'Disability Confident Employer', and we are committed to making our recruitment process open and fair, and we will work with individuals with a disability to make our roles accessible wherever possible. We welcome and embrace those from all faiths and none. We are an anti-racism organisation and have a zero tolerance on racism and all forms of bigotry.

If this sounds like you, we would love to hear from you!



Core Responsibilities

- Delivery of high quality cleaning duties for each site as scheduled by the cleaning supervisor.
- Reporting all defects of equipment, fittings, PPE and vehicles.
- Follow safe and hygienic working practices in line with health and safety policy, reporting any failure around procedure to the Cleaning Supervisor or Operations Manager (NES).
- Transporting goods such as equipment, chemicals, supplies as and when required.
- Undertaking of training in safe cleaning practices
- To be flexible and provide cover for staff who are on leave or absent
- Uphold our values by working collaboratively with your team
- Demonstrate commitment to building a diverse and inclusive organisation
- Any other duties that may be reasonably required

Day to day activities

- Use of manual and electrically powered tools and equipment to complete activities include but not limited to dusting, sweeping, mopping, vacuuming deep cleans, cleaning of void properties in order to be let, bulky waste collection and removal in accordance with the relevant site specifications or instructions.
- Work in an appropriate and considerate manner and ensure that all areas (vans, equipment, buildings) are properly secured before and after cleaning work is completed and that any breaches of security reported in the correct manner.
- Collection and delivery of cleaning materials from suppliers or base as and when required.
- Carrying out bulky waste removals from collection to disposal or to storage.
- Maintaining good relationships with service users, CAHA staff, colleagues and residents as well as the general public.
- Ensuring all relevant documentation and forms are completed correctly and periodically.
- Ensuring that adequate supplies of cleaning materials and equipment are available
- Ensuring that equipment is safe to use and in good working order, with any defects reported and alternative arrangements put in place where possible.
- Ensuring good health and safety practices are followed at all times and all relevant monitoring forms are completed. Ensuring that the cleaning duties have been carried out to a high standard and in accordance to site specifications using the appropriate equipment, chemicals, colour coding and health and safety practices.
- To be smartly presented and wearing NES work wear and appropriate PPE for the different tasks completed.
- Ensure all site record sheets are completed and returned to the office after each shift.

Who we are looking for	
Your skills, qualifications and experience	<p>Essential</p> <ul style="list-style-type: none">• Attention to detail, demonstrated in work life or personal life.• Ability to read and write.• Ability to interact in a pleasant manner with staff, customers and public• Physically fit and active and able to manage physical tasks comfortably• Able to lift and carry general cleaning equipment without difficulty• Well organised and able to plan work• Full clean driving licence valid in the UK and the ability to drive small and large vans <p>Desirable</p> <ul style="list-style-type: none">• Experience and knowledge relating to use of cleaning equipment and cleaning chemicals and substances. (Training will be provided)• Strong basic knowledge, ideally supported by training in health and safety such as COSHH and manual handling.• Any H&S courses such as manual handling, emergency first aid at work etc.

Our Values				
<p>We ask all our employees to live our values, and to demonstrate them every day in the work that we do.</p>	Care	Connect	Champion	Commit
	<p>We protect the health, safety and wellbeing of our customers and staff and maintain our properties with care</p>	<p>We listen to you and seek out opportunities to connect with our customers and local communities</p>	<p>We champion and celebrate differences and positively challenge each other to improve</p>	<p>We do what we say, learn when things go wrong and continuously improve the quality of our services</p>
Our Competencies (Level 1 - Service Delivery)				
<p>These are the key behaviours we expect from our team.</p> <p>We will use these competencies to make recruitment decisions, to develop your skills and to measure your performance in your role.</p>	<p>Communication Polite and approachable when talking to colleagues and customers. Demonstrates effective listening and questioning skills. Gets the right information to the right people in a timely way. Able to share ideas clearly and simply.</p>			
	<p>Customer Service Takes personal responsibility for dealing with customer enquiries. Understands our services and helps customers get what they need. Interacts in a professional and positive manner with all customers. Cares about delivering high quality services.</p>			
	<p>Teamwork Works with others to ensure projects and tasks are complete. Asks colleagues for help when needed. Responds positively to requests for help from internal and external partners. Considers the impact their own actions may have on others.</p>			
	<p>Working efficiently and effectively Tasks are done one time and targets are met. Organises workload to manage busy periods and quiet times to good effect. Suggests ways to improve current working practices. Learns from mistakes.</p>			
	<p>Value for money Understands, promotes and embraces our value for money culture. Challenges the established way of doing things to maximise value for money. Understands the relevance of both cost and quality in products and services.</p>			
	<p>Being a role model Treats people fairly and consistently. Encourages and seeks out feedback and makes positive improvements. Acts as a role model for others through excellent delivery of services.</p>			