

Estate Services Cleaner (Mobile)

Estate Services is at the frontline of the housing service and the first and most frequent point of contact for all our residents. Sometimes the Estate Services function is the only experience our customers have of Southern. This role is responsible for the cleanliness of the internal and external areas on our estates. As part of our front-line team, you will be providing a consistently high-quality cleaning service and assist in keeping our communal spaces safe for residents by reporting any repair or health and safety issues.

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to our local Estate Services Manager you will be expected to deliver a consistently high-quality cleaning service. You will be provided with tools and machinery to help you undertake your tasks and we will supply you with a new uniform, safety boots and personal protective equipment. You will need to have the ability to undertake physically demanding work.

The location

Our front-line teams work from our local estates and hubs across our area of operation.

What you'll be doing:

- Carry out general cleaning duties to our communal areas e.g., sweeping, vacuuming, mopping, dusting, polishing, litter picking etc.
- Sweep, disinfect and keep tidy refuse chutes, bins and bin areas (where appropriate)
- When required, use machinery (jet washers, steam cleaners etc) to carry out deep cleaning. Any training required will be provided.
- Report any repairs or defects in communal areas to maintenance department/ line manager and follow up actions as required.
- Provide cover in the absence of other colleagues.
- Be a point of contact for residents, assist where possible or refer enquiries to colleagues.
- Be aware of vulnerable customers and, where appropriate, highlight their needs to your line manager / Housing Team
- Act in a friendly, polite, and professional way at all times, even when challenged by residents or visitors to the estate.
- Understand your responsibilities as an employee under Health and Safety legislation.
- Always adopt a safe system of work, using all safety clothing and equipment which is provided and generally taking responsibility for your own safety.
- No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.

What you'll need:

Essential

- Valid UK driving licence and ability to drive company vehicles as and when required.

Desirable

- Experience of undertaking cleaning duties
- Experience of working in small teams
- Basic knowledge and understanding of health and safety considerations as they apply to this role.
- Ability to use a smartphone to access company emails and log repair and health & safety issues.
- Working alone and as part of a team will have a can do attitude and ability to work using their initiative.