

**Job Description**

**Property Services Assistant (Cleaner)**

**Location:** 446 Fulham Road, London SW6 1DT but will required to travel to other Stoll-owned or managed properties in order to fulfil their duties.

**Responsible to:** Property Services Manager

**Role purpose**

* To provide a good quality and efficient cleaning service to all internal communal areas, community and office facilities at Stoll housing developments. To assist when needed on external grounds work and cleaning when required

**Key Responsibilities**

**Customer Focus**

* Cleaning of all internal communal areas of residential blocks, community and office facilities in accordance with an agreed rota and specification.
* Cleaning and preparation of guest rooms for occupation.
* Assistance with the delivery of Stoll letters or circulars as required
* Assistance with cleaning or domestic tasks in individual properties as may be required from time to time.
* Support community events and meetings at Stoll developments

**Teamwork**

* The postholder must be reliable, punctual and dependable as this is an important service for both residents and staff, must be able to work independently and clearly know their objective.
* Contribute positively to working in a team and across Stoll to deliver quality services to tenants/residents
* Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings
* Act in a professional manner while on duty and when representing Stoll

**Quality and regulatory compliance**

* Continuously look to improve the quality of the cleaning service responding positively to customer feedback and complaints
* Maintain confidentiality of records and information relating to tenants and staff in accordance with Stoll’s Confidentiality Policy
* Work respectfully with colleagues, residents and visitors of diverse ages, backgrounds, capabilities, culture and ethnicity

**Health and Safety**

* Work in accordance with Stoll policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses
* Be mindful of personal safety at all times

**Other**

* Carry out any other reasonable duties as required by the Property Services Manager
* Be able to travel daily between Stoll sites as required by car, public transport or any other means.
* May sometimes be required to clean or assist with empty residences

**Person Specification**

**Property Services Assistant**

**Experience**

Previous experience in a cleaning/caretaking role

An understanding of, and commitment to, the aims and ethos of Stoll

**Knowledge**

Awareness of Health and Safety issues in relation to cleaning

Ability to communicate effectively to tenants, some of whom are elderly and/or vulnerable

Ability to deal with situations where customers are unhappy or distressed calmly and professionally

Able to work proactively within a team and keep colleagues informed of issues and concerns

**Core Competencies**

**Customer focus**

* A passion to support vulnerable Veterans
* Understands the challenges faced by ex-Service men and women
* Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

**Communication**

* Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
* Informs colleagues of successes, challenges and developments

**Team working**

* Works well with Colleagues, Trustees, Residents and external stakeholders
* Applies the spirit of “mucking in”, helping colleagues when needed

**Support of Equality and Diversity**

* Treats all people with respect
* Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

**Delivers a High Quality of Work**

* Produces accurate, thorough, and professional work
* Plans and manages own work load, working flexibly to meet changing work priorities and demands
* Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
* Delivers tasks set through planning and supervision
* Takes responsibility for own work, including errors
* Utilises Stoll IT systems to manage emails, calendars and data effectively

**Commitment to Health & Safety**

* Understands how to work safely
* Understands how to respond to a safeguarding incident and reacts accordingly
* Manages their own health and wellbeing, recognising when to ask for extra support

**Frontline Competencies**

**Working with Customers**

* A focus on maximising the independence of our Customers in all interventions
* A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
* The ability to regularly motivate and inspire Customers to improve their life situation
* The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
* An understanding of support issues particularly relating to Veterans

**Communication**

* The ability to communicate effectively with all Customers

**Health and Safety**

* An understanding of how to safeguard vulnerable adults and children
* The consistent application of appropriate boundaries when working with Customers

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| I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.  Name:  Signature:  Date: |