

Cleaning Operative

Job Description

Responsible to:	Cleaning Supervisor
Responsible for:	N/A
Hours of Work:	35 hours per week, worked on a rota basis including evenings weekends and public holidays.
Work Location:	YMCA SPG Property Portfolio, example areas are, Ealing, Walthamstow, East London, Surbiton etc. You will be based in one area but will be expected to travel when required to other sites

Job Purpose

The Cleaning Operative is responsible for the upkeep and cleanliness of all the YMCA St. Pauls Group properties.

- To be responsible for providing high quality cleaning service with in YMCA SPG property portfolio.
- To be part of a highly competent and engaged team, which delivers a broad range of cleaning services. Maximise the contribution of this team and others through collaborative working and training
- To identify risk to property and compliance and report back via correct channels and process.
- To deliver an effective and efficient Void management process.
- To attend relevant training to help you either; be complaint, improve own technical skills and or other appropriate training that the business recognises.
- To be an ambassador for YMCA SPG and have our customers/residents at the heart of all decision making.

Organisation Context

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and a leading provider of supported housing in London and beyond, providing a safe place to stay to about 1,200 young and vulnerable people each night.

- We provide housing and support to those in need of a place to call home and support them with services that empower them to build a positive future.
- We support children, young people and families to be safe, healthy, connected and confident.

- We bring people together by encouraging them to be healthy, physically and mentally.
- We help nurture an environment where people of all faiths and none have the opportunity to understand and express the love of God.
- We empower our residents, staff and users by providing them with excellent service and welcoming properties where they can thrive.
- We enable the Charity to respond to the future with an equipped and empowered workforce that is flexible and agile.
- The vision of YMCA St Paul's group is to empower young people by providing the resources and support so they can thrive. We wish to create inclusive, active and healthy communities where everyone can flourish.

Our approach is informed by our Christian faith and we work with fellow community collaborators to see this vision realised. Our core values underpin the way that we deliver our work and our aim is to create an inclusive culture where our staff, residents and customers feel a sense of belonging and are able to be their authentic selves.

We welcome everyone, strive for excellence in all we do, inspire hope in others for what they might achieve and strive to grow and develop both people and places.

Duties and Responsibilities

General:

- Maintain high quality housekeeping and cleaning service to meet the needs of the YMCA SPG Portfolio and its users, routinely inspecting all areas of work.
- Ensure health and safety and hygiene standards are met.
- Maintain and improve high standards of customer care.
- To report on any risks, damage or breaches of licence identified.
- Record any maintenance and H & S issues.
- Use in house systems in housekeeping for reporting procedures for stock management, voids, health and safety, risk assessments, COSHH, complaints, maintenance needs and reporting any incidents and security concerns.
- Ensure all legal requirements are adhered to.
- Be part of the team cleaning reception, front of the building, stairs, offices, restaurant, chapel, ground floor toilets, departure rooms, gym changing rooms, studios, sports hall, kitchens, pods and laundry duties
- Clean all floors (polished, tiles and carpet), skirting boards, window ledges, glass panels.
- Dust and polish surfaces and clean windows within reach.

- Clean all toilets and showers and changing rooms, including tissue, hand towels and soap.
- Clean and check out departure rooms and restock short stay rooms with tea, coffee, milk and clean towels.
- Empty all bins.
- Work with minimum disturbance to building users, placing safety notices or informing people if likely to be any danger (wet floors, trailing cables, hazardous cleaning materials, etc.).
- Staff the laundry and wash/dry bedding and catering laundry.
- Ensure to log into intranet to read YMCA Policies, emails, team meeting minutes regularly.
- Ensure bed linen is changed in accordance with service standards.
- Clean room carpets, shampooing as necessary.
- Clearing out any rubbish; assisting with 'bagging-up' of personal belongings; 'deep clean' as necessary.
- Sweep and mop staircases daily.
- Get to know residents in work area, encouraging them to engage in the life and activities of the hostel as appropriate.
- Inform the Housekeeper, Reception staff and/or Housing Support Staff if there are any matters of concern with residents, or resident refuses access to room.
- To ensure self and team are maintaining high level of confidentiality whilst dealing with residents information.
- Attend all relevant training and development programmes.
- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- Work as a member of the team and provide support as required to colleagues; participate in team meetings and training provided; wear uniform/protective clothing and staff badge as supplied by the Association.
- To attend Housekeeping team meetings once a month.
- To attend regular 1 to 1 and appraisals as per company standards.
- Undertake other reasonable duties at the request of line managers.
- To be aware of confidentiality issues and not get into situations where you may receive information that cannot be passed on.

- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- Respect the Christian ethos of the YMCA and uphold its values.
- Work as a member of the team and provide support as required to colleagues; participate in team meetings and training provided; wear uniform/protective clothing and staff badge as supplied by the Association.

General – All Staff

- Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet
- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and Corporate Office meetings as and when required.
- Undertake any other duties as requested by line manager.

Scope and Limits of Authority

- Able to make day to day decisions to meet requirements of the service; utilising staff and resources as necessary

Because of the evolving nature and changing demands of our business this job description may be subject to change. It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will require to be periodically reviewed and amended reflecting the changing nature of the job. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the charity. Such reviews will be carried out in consultation with the staff concerned and one month's written notice given of any change in the job description.

Terms and Conditions of Employment

Salary

£ 26,436.83

Hours of Work

To be agreed at recruitment hours per week, worked by agreement with Line Manager, including early mornings, evening and/or weekends.

Annual Leave

25 days per annum plus public holidays (for five day per week workers; otherwise, pro-rata).

Conditions of Appointment

Subject to satisfactory references, medical clearance, Disclosure Barring Service check and verification of ability to work in the United Kingdom. Also required to wear staff badge, and where appropriate, supplied uniform.

Probation Period

Six months.

Continuity of Service

For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

Notice Period

One week during the probationary period and then a minimum of one calendar month.

Pension

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits

Free use of the health and fitness facilities; a staff discount in restaurant

