



Spring

Housing Association

Cleaner (Housing Services)

X1 part time role (16 hours)

Applicant Information Pack

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required.

We are an equal opportunities employer.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential.”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness.
- To assist people on a journey away from housing need towards a future of stability, happiness and independence.

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed 5 years ago in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to:

- Care leavers
- People who are homeless or at risk of homelessness
- Refugees

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term. We have over 650 units of accommodation across 15 local authorities.

We currently employ over 70 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire. We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

Our main area of work is:

- ✓ Accommodating and supporting people who are homeless: we provide intensive housing management support to support people to move on to more permanent accommodation.
- ✓ Providing accommodation and support to refugees largely under the government Syrian Vulnerable People Resettlement Programme.
- ✓ Accommodation and support for 16-17-year-old care leavers and asylum-seeking unaccompanied children and a housing/support service for 18-25-year olds.
- ✓ Advocacy and development in the homelessness sector with a focus on improving standards in the PRS and supported accommodation sector.

Staff say:

“Spring goes above and beyond; doing what needs to be done to help an individual”

“Flexible working/ find ways to make it work rather than saying ‘no’”

“Creating homes, not just housing”

Staff Roadshow – Creating Spring Values 2018

Customers Say:

“Spring is very good. Good housing and takes care of people”

“the staff here are very polite sincere and helpful”

“I would recommend spring to anyone”

Customer Survey 2018

Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ A commitment to staff training and development.

Thank you from Dominic Bradley.

Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

Job Advert – Cleaner

Job Type: Part-time – 16.00 hours/week, with occasional evening working

Salary: £7,758.43

We are looking for an experienced mobile cleaner to join housing team based in Coventry. We need someone who is reliable, friendly, has great time management skills and enjoys working as part of a team as well as on their own initiative.

The successful candidate will be responsible for cleaning offices and scheme properties housing vulnerable adults and young people. Duties will include cleaning communal areas, void rooms including keeping outside areas free of litter/rubbish. You will be required to follow a cleaning schedule and complete your work to a high standard in specified time period.

You will contribute towards achieving performance targets by ensuring vacated rooms and properties are cleaned and returned in a good re let condition as quickly as possible.

We are looking for someone with previous cleaning experience, ideally in the housing sector. The role requires upkeep of various properties located around Coventry, so it is essential you have a full UK driving licence and use of your own car. In this role, you will have the opportunity to complete online training courses from time to time; therefore basic computer skills are desirable.

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us.

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks ***

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview you will also need to complete an application form. For further information please email us at recruitment@springhousing.org.uk

Job Type: Full-time – 16.00 hours

ROLE PROFILE

Section 1 - Role

Post:	Cleaner
Reporting to:	Team Leader
Directive:	Housing Services
Grade/Salary:	£7,758.43
Hours:	16.00 hours per week

Section 2 – Job purpose

To provide high quality cleaning services in our officers, supported accommodation scheme/s and other properties in Coventry.

Section 3 – Duties

1. To keep all communal areas in a good standard of cleanliness by vacuuming, mopping, dusting, emptying bins and polishing surfaces. This includes staff offices, toilet/shower facilities and kitchen areas
2. To keep immediate parameters of the building free from litter and / or other waste, rubbish items
3. To contribute towards achieving performance targets by ensuring vacated rooms and properties are cleaned and returned in a good re let condition as quickly as possible
4. To use potentially hazardous cleaning substances after receiving proper instructions and training and an understanding of COSHH (Control of substances hazardous to health)
5. To report any identified repairs or maintenance issues noted straight away to the staff team
6. To be a good team player and work constructively with colleagues and managers
7. To be responsible for the health, safety and welfare of yourself, customers and others at work and undertake health and safety duties as required
8. Work flexibly to meet the needs of the business
9. Promote and uphold all Spring Housing Association Policies and to conduct yourself and represent Spring Housing in a professional manner at all times
10. To participate in supervisions, appraisals and training as appropriate and to take active responsibility for personal development

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications		
<ul style="list-style-type: none"> • Good standard of education 		✓

<p>Experience</p> <ul style="list-style-type: none"> • Previous cleaning experience, ideally in a care home, supported living or hospital environment • Experience of working within policies, procedure frameworks • Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs 	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Knowledge and Understanding</p> <p>11. Knowledge of Health and Safety legislation and an understanding of COSHH (Control of substances hazardous to health)</p> <ul style="list-style-type: none"> • To be aware of and comply with safe working practices as set out in the Health and Safety at work act 	<p>✓</p> <p>✓</p>	
<p>Abilities and Skills</p> <ul style="list-style-type: none"> • Ability to maintain high standards of cleanliness in accordance with specified rotas. • Ability to work on own initiative • Ability to work as an integral member of the team • Good organisational skills and an ability to prioritise and manage work to deadlines • Ability to change and adapt to demands in a fast moving environment • Effective interpersonal and communication skills 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Behaviours</p> <ul style="list-style-type: none"> • A positive approach to work • Commitment to operating within Spring's organisational values • Promotion of equality of opportunity for vulnerable people and recognise and value all aspects of diversity 	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Additional Job Requirements</p> <ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Flexible working hours • Basic DBS Check 	<p>✓</p> <p>✓</p> <p>✓</p>	