



RECRUITMENT

Casual Cleaner

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Letter to Applicants

Casual Cleaner

March/April 2023

Dear Applicant,

Re: Casual Cleaner

Thank you for responding to our recent advertisement for the post of **Casual Cleaner**.

The following are accessible via our online recruitment site.

- An application form (including Criminal Records Disclosure Form and Equal Opportunities Monitoring form).
- The job description.
- The person specification.
- Principal terms and conditions of employment.

Further information about Watmos can be found on our web site www.watmos.org.uk

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only shortlist applicants who have demonstrated on their application form that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application. You may refer to not only your paid work but also any voluntary work and your personal activities. **You must complete the online application fully including all education, all employment history and additional information.** Should you have any questions or have special requirements please e-mail recruitment@watmos.org.uk or contact Jen Medza, Human Resources Assistant on 01922 471910.

- The closing date for receipt of applications is **2nd April 2023**.
- Shortlisting will take place on week commencing **3rd April 2023**.
- Interviews will be held on week commencing **10th April 2023**.

All the very best with your application.

Yours sincerely,

M. Anderson

Michael Anderson
Group Human Resources Manager

Advertisement

Casual Cleaner



watmos
COMMUNITY HOMES

Leading the way in resident managed housing Watmos' unique approach has put it at the forefront of transforming communities and exceeding expectations. We are seeking outstanding and dedicated individuals who share our passion for improving people's lives.

Casual Cleaner
£10.78 per hour (inclusive of pay award from 1st April)
variable hours as required

This role involves providing cover for the general day to day cleaning of communal areas of our housing estates and offices. You will be required to work as part of a team to provide an efficient and effective cleaning maintenance service across the estates.

You will possess good communication and organising skills and have a good understanding and knowledge of health and safety.

To complete an online application form and download a recruitment information pack:

Visit: <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>
e-mail: recruitment@watmos.org.uk
Write to: Jen Medza, Human Resources Assistant
Watmos Community Homes, 116-120 Lichfield Street,
Walsall, West Midlands, WS1 1SZ
Closing Date: 2nd April 2023

Job Description

Casual Cleaner

Job Title:	Casual Cleaner
Responsible to:	Estates Coordinator
Responsible For:	None
Significant Relationships:	TMO Staff Watmos Central Team Staff Residents Committee Members Visitors
Location:	Watmos Community Homes, Avenues TMO, Burrowes Street TMO, Chuckery TMO, Delves TMO, Leamore TMO, Twin Crescents TMO.
Special Conditions:	Work will be offered to you on an 'ad hoc' basis as and when there is a requirement for work to be done. Lone working required. Distinctive or protective clothing to be worn as required.

Job Purpose

Carry out the day to day general cleaning duties on estates and designated offices. Be responsible for the cleanliness of the areas managed by TMOs. Work as part of the estate based team in attaining and maintaining the highest standards of customer satisfaction within the estate.

Job Description

Casual Cleaner

Key Responsibilities

1. Undertake general cleaning of all communal areas including litter collection.
2. Ensure that the offices, meeting rooms and kitchen areas are kept clean and tidy.
3. Collect and dispose of rubbish correctly in line with organisational policy and procedures.
4. Dust, sweep, vacuum, mop etc. of all designated areas.
5. Conduct sweeping and litter collection of all external designated entrances.
6. Clean and disinfect lift compartments, clean landings and ensure that the refuse bins, chutes and surrounding areas are kept clean and in working order.
7. Clean glass windows in designated areas: office, ground floor foyer areas, landings etc.
8. Clean external ramps.
9. Ensure that designated void properties are effectively cleaned and waste is disposed of in line with organisational procedures.
10. Ensure that health and safety precautions are followed.
11. Ensure that cleaning equipment is secured, kept cleaned and maintained on a regular basis.
12. Secure and ensure the tidiness of the cleaners' store room.
13. Maintain an adequate supply of cleaning materials and ensuring that the products are used in accordance to the manufacturer's instructions.
14. Ensuring that for the relevant personal protective equipment (PPE), where required, is worn at all times.
15. Ensure that only chemicals which have been COSHH assessed and which have a data sheet are used and to maintain the file and assist in COSHH assessments.
16. Report any equipment defects immediately.
17. Attend team meetings as and when required.
18. Update all cleaning schedules in blocks.
19. Comply with and implement the GDPR (General Data Protection Regulation).

Note

No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other duties and to provide cover for other staff as requested from time to time.

Person Specification

Casual Cleaner

ASSESSED		
	ON APPLICATION FORM	AT INTERVIEW PROCESS
Qualifications		
1. Health and Safety training, including COSHH desirable.	✓	
Professional Knowledge and Experience		
1. Knowledge, skills and experience in general cleaning and maintenance services.	✓	✓
2. Commitment to high standards of cleanliness.	✓	✓
3. Knowledge and understanding of COSHH.	✓	✓
4. Understanding and awareness of health and safety within the workplace.	✓	✓
5. Ability to work alone and as part of a team.	✓	✓
6. Knowledge and understanding of cleaning materials.	✓	✓
Skills and Abilities		
1. Have the professionalism to deliver a high standard of customer care.		✓
2. Be self-motivated, have a flexible approach and a positive attitude.		✓
3. Good communication and organising skills.		✓
4. Be flexible and responsive to meet the needs of the service.		✓
5. Strong organisational and time management skills.		✓
6. Ability to work independently with minimum supervision.		✓
7. Appreciation of and commitment to the TMOs and the Watmos Group's corporate objectives.		✓
8. Commitment to diversity and equality principles in relation to tenants, residents and staff.		✓

Terms & Conditions

Casual Cleaner

Details of full terms and conditions of employment will be provided in a formal offer to the successful applicant. The following outlines the main aspects of the employment package: -

Nature of engagement: This agreement does not constitute a contract of employment between you and the Company because its operation does not require any obligation on either party. Work will be offered to you on an “ad-hoc” basis as and when there is work to be done. You are free to accept or decline such offers of work. For the avoidance of doubt, your legal status is that of a “worker”.

Salary: You will be paid at the rate of £10.78 per hour to be paid monthly on the 28th day of each in arrears for the hours worked in the previous month.

Hours of Work: Work will be offered to you on an ‘ad hoc’ basis as and when there is a requirement for work to be done. The hours required during each particular period of work will be notified to you in advance of that period of work.

Annual Leave: Your paid holiday entitlement is 5.6 working weeks pro-rata, which will be paid monthly. Your holiday pay will be based on your average earnings over the previous 52 weeks.

Notice Period: This agreement is terminable on notification from either you or the Company. No notice is required for its termination.

Health Screening: All employees joining the organisation are asked to complete a ‘Health Declaration’ form.

About

WATMOS Community Homes

INTRODUCTION

WATMOS Community Homes is a unique social housing landlord owning just over 2700 homes for rent in the Walsall area of the West Midlands and Lambeth in London. There are also 300 leaseholder properties. As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community. Watmos Community Homes (WCH) is based around ten Tenant Management Organisations (TMOs).

OUR MISSION

Our mission is:

“Developing strong, sustainable communities, within safe and pleasant neighbourhoods through resident control and locally accountable tenant management.”

KEY PRINCIPLES

WATMOS was set up to build on the success of tenant management in Walsall and as a social housing landlord we are proud to offer something a bit different.

Our approach is based on various key principles:

1. Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates.
2. Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants.
3. Our estates should be attractive, desirable and offer a high level of security.
4. We shouldn't just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

OUR CORPORATE DIRECTION

Our corporate direction is decided through tenant consultation. Tenants and residents are encouraged to participate in setting the aims, objectives and priorities of our organisation, driving WATMOS in the direction that our tenants are passionate about. Our tenant satisfaction is high and our people are able to witness the shaping of the organisation through their priorities.

About

WATMOS Community Homes

OUR VISION AND VALUES

Democratic local resident control and service delivery through tenant management organisations

As a community-based organisation with strong roots in our neighbourhoods, we're committed to providing services through our TMO partners at a local estate level, through accessible offices within walking distance. We believe this is what makes our residents the best people to help us set, scrutinise and deliver the services we provide. Their key insights and involvement ensure we maintain an effective, efficient approach to managing our business and improving our performance.

Providing a secure and pleasant residential environment

We know that many tenants choose to live on our TMO-managed areas because of the attractive environments and the feeling of security. To protect and promote these benefits we'll maintain the homes and keep them in excellent condition. We'll also effectively manage the estates, addressing all levels of anti-social behaviour while investing in environmental improvements.

Offering social and personal development opportunities

Because we believe our communities should thrive, we provide accredited training and support to help our residents to grow socially, develop work skills and flourish. By partnering specialist organisations, we help them improve areas like personal finances, health and well-being, allowing them the freedom and the choices to live better lives and enjoy our communities.

We recognise our staff are also an invaluable resource. We're committed to ensuring that every member has a personal development plan offering the benefits of mentoring, training and guidance to improve their CV, raise their confidence and improve performance. It empowers them to make fantastic business decisions and progress their skills and self-esteem.

Offering value for money

We're proud to be an independent Registered Provider that's resident controlled. We take great care to ensure that our financial success supports the vision and ambitions of our unique organisation. Our ethos of offering value for money is a primary objective and the views of residents and stakeholders drive our understanding of performance in this area. As a team, we pledge to keep WATMOS Community Homes financially strong without lowering the high standard of local housing services we offer. We're also committed to maintaining the transparency our residents expect. As a result, we ensure our business plan is up to date and fit for purpose whilst also promoting a positive relationship with our Regulators and Funders.

Working with others to provide strong sustainable community led housing

By working with key stakeholders we promote the values of community-led housing, demonstrate the benefits of tenant management, protect social tenants' right to manage their homes and champion the housing co-operative principles. We believe that services led by tenants are more likely to be in tune with their genuine needs. Working together with like-minded organisations locally, regionally and nationally WATMOS Community Homes promote and raise the profile of community-led housing and strengthen the co-operative housing sector within the wider housing world.

About

WATMOS Community Homes

OUR CORPORATE PRIORITIES 2018 – 2023

Investing in our Homes and Neighbourhoods

We know that our residents really value being part of a community. It matters to them and that's why it's important to help them maintain their home, improve their environment and instil a sense of pride about the area they live in.

At a strategic and enabling level we will aim to achieve this by:-

- Continuing to provide high quality homes exceeding the National Decent Homes standard supported by a plan to invest in the current and future needs of properties and estates.
- Achieving real tenant satisfaction in all areas of our work by providing excellent resident led repairs services shaped to meet local area priorities
- Improving the financial and social returns from our housing and non housing assets.

Promoting Community Empowerment, Involvement and Social Value across our Operations

Involving our residents is essential to the way we work. The development of effective resident empowerment and participation, from governance level to service delivery, ensures we accurately meet the needs and expectations of our customers. By co-designing our services we can share decision-making power with the people who matter. This means their voices are heard, valued and debated before any actions are carried out.

We aim to achieve this by:-

- Connecting with existing groups and plan any activities with an understanding of what's already happening in an area.
- Providing support groups to create more social action-based options for people who need guidance.
- Ensuring social action flourishes by removing barriers and reducing inequalities to encourage more reluctant groups to participate.
- Supporting the local economy.
- Improving our external image, community relations and service delivery.

Organisational Prosperity

We're a unique organisation offering residents more than housing. We want to understand and quantify the difference our approach has made to improving quality of life for our residents. We'll use this information to ensure the organisation prospers, so more people benefit now and in the next generation.

We aim to achieve this by:-

- Ensuring strong governance, including succession planning, skills analysis and good practice in governance.
- Growing our organisation strategically by stock transfer, acquisition and development.
- Building productive working relationships, partnerships and strategic alliances.

About

WATMOS Community Homes

- Improving our financial efficiency and corporate financial strength.
- Offering greater transparency in our financial business and striving for delivering Value for Money in the context of our service delivery model.
- Improving our internal and external communications, increase our profile and influence within social housing and mutual housing models.
- Continuing to manage risk effectively, including high level risk and assurance at Board level, as well as risk triggers throughout the business.
- Making technology work for us to streamline back office functions and front line services.

Investing in Our People

We know our organisation's success relies on the dedication of our volunteers and staff. The commitment and contribution made by every one of them is invaluable and hugely appreciated. In return, we aim to support them in developing their own personal skills and reach their full potential. It's also important for staff to recognise a direct link between the performance of the organisation and their pay, so we can work together to create an even more successful organisation.

We aim to achieve this by:-

- Developing a culture of high performance and efficiency.
- Ensuring that staff and volunteers who've contributed to our success are recognised and rewarded.
- Ensuring staff and volunteers are capable and competent to meet organisational goals.
- Achieving high levels of staff satisfaction through employee well-being, involvement, commitment and pride.
- Inspiring individual members of staff to learn, develop and support their career aspirations.
- Celebrating and communicating our success.

Delivering and Improving our Community Led Housing Services

Understanding our performance across a range of indicators is vital to making sure we meet our corporate priorities. These have been identified by our residents and stakeholders using consultation events across the Group. This helps us make sure the services we provide as a landlord genuinely meet the needs of our communities. It also determines whether they're up to date and offer value for money whilst maintaining the ethos and values of WATMOS Community Homes.

We aim to achieve this by:-

- Being a great landlord offering locally based, high quality services
- Being efficient and effective in meeting the services needs of our residents.
- Achieving high levels of tenant and leaseholder satisfaction.