

Overview of Platform Housing Group

Platform Housing Group was formed on 1 October 2018. The group is one of the largest housing associations in the Midlands, with around 1,400 staff, over 120,000 customers and 45,000 homes from Herefordshire in the West to the Lincolnshire coast in the East, and from the Derbyshire Dales in the North to the Cotswolds in the South.

With an annual turnover of £231m, the new business will use its newfound combined financial strength to have an even bigger impact in the local communities.

The creation of Platform Housing Group is good news for customers, for colleagues and for communities. As a larger, stronger business, we are better equipped to maximise efficiencies and to invest more in building more homes and improving local services.

Platform Housing Group will have a combined development pipeline of over 18,000 new homes over the next ten years and will be able to build an extra 500 more homes a year across a range of tenures, than either organisation could have done separately.

A Great Place to Work

This is a great time to join Platform Housing Group, we are a dynamic, forward-thinking social housing business who offer employees an inclusive and supportive environment with excellent terms and conditions and family friendly policies. If you are as passionate about the delivery of social housing as we are, then please read on and we look forward to receiving your application.

We aim to deliver:

- A culture that retains our best people, attracts the best talent, and has high levels of engagement
- A comprehensive training and development programme that enables our agile workforce to fulfil their potential
- An increase in the number of apprenticeships through the business
- A diverse workforce that reflects our communities

We will continue to invest in our employees to enable them to achieve their full potential. We will build on the best of both cultures to create a great employer which attracts the best talent and engages with employees in the development of the business.

We will continue to develop a flexible, agile working environment where our employees have the tools to do their job to the best of their ability and to thrive.

Our vision

Make a difference by enabling better lives through building better homes.

Our mission

Build a better future by investing in affordable homes, services, and communities.

Our values



People Matter



We put colleagues and customers at the heart of everything we do.
Valuing difference, we are free to challenge each other and are open and honest in our relationships.

This is the way we treat each other.



Own It



We say what we'll do and then we do it.

We listen, understand and are empowered to make decisions. We look for our own ways to learn and adapt and focus on what we can do.

This is the way we want to work.



One Team



We are connected, collaborative and in it together.

We want everyone to reach their potential and be the best they can be. We actively support each other to make this happen.

This is the way we deliver our services.



Be Brave



We are curious and courageous.

We look for better ways to do things, are comfortable trying them and learn quickly. We are not afraid to stand out from the rest and celebrate our successes.

This is the way we look towards the future.

Job Description & Person Specification

Job Title:	Mobile Cleaner
Directorate:	New Customers and Specialist Housing
Reports To:	Cleaning Supervisor - Supported Housing Ops
Direct Reports:	none
Purpose of the role:	Keeping the communal areas of our schemes clean and tidy to the agreed consistent specification and standard, whilst ensuring the health and safety of the scheme user, scheme staff, the public and the job holder

Key Responsibilities	Key Tasks
General:	<ul style="list-style-type: none"> • Provide a high level of customer care • Carry out duties in a safe and proper manner both for oneself and for the wellbeing of others in accordance with Platform's health and safety policy • Work towards delivering organisational targets • Work within and promote Platform's Equality and Diversity policies and actions plans
Provision of Cleaning Services:	<ul style="list-style-type: none"> • Ensure a high standard of cleaning as per agreed specification on all schemes • Undertake scheme cleaning on allocated schemes and cover in times of absence
Scheme Management:	<ul style="list-style-type: none"> • Ensure consistent stock ordering of cleaning materials and safety equipment to offer value for money for the Group • Report repairs in a timely manner for communal areas as necessary to ensure the safety of staff, visitors, and tenants in the schemes through the appropriate channels
Basic Maintenance:	Ensure all equipment is kept in good working order and hazardous materials are stored in line with current health and safety guidelines

The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

GENERAL REQUIREMENTS

- To ensure that, where appropriate, maximum use is made of information technology systems within the Department.
- To be aware of and comply with the requirements of all the Group's Policy Documents and Statements.
- To be aware of and apply the principles of Value for Money and Risk Management at a level commensurate with the responsibilities of the post.
- To be responsible for health and safety and welfare of yourself and all staff. Follow health and safety procedures at all times.
- To promote equality, diversity and inclusion in the workplace.
- To comply with the Group's Code of Conduct and the relevant Regulatory Frameworks established by our Regulators.
- To always ensure the confidentiality of information and adherence to data protection requirements in respect of your work.
- To ensure accurate data is always entered onto ICT systems and, where appropriate, complies with the requirements of the Group Data Quality standards.
- The duties and responsibilities detailed above are not an exhaustive list and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

Platform Housing Group is committed to safeguarding and promoting the welfare of children and adults within the communities we work in.

Person Specification

Personal Skills/Qualities/Knowledge	
Flexible, approachable, and comfortable working in a team and lone-working environments	E
Listens to the needs of the customer and does everything to achieve customer satisfaction	E

Is proactive with a keen eye for detail	E
Demonstrates commitment to achieving high standards	E
Excellent organisation skills, including the ability to meet deadlines	E
Has a positive attitude and is keen to develop themselves and the way they work	E
Takes full responsibility for their actions and is accountable for what they do	E
Understands how individual actions impact on others and can negotiate	D
Can demonstrate empathy understanding and tact when required	D
Is prepared to learn new skills and thinks ahead	D
Understands the Platform Housing culture and works to deliver the aims of the department	D
Other Requirements	
You should have a current clean driving licence and access to a vehicle	E
DBS disclosure required	E

* E = Essential criteria / D = Desirable criteria

Early applications are encouraged as often we experience a high volume of interest for posts. We will review applications on a regular basis and once we have received sufficient applications, we reserve the right to bring forward the closing date.

Benefits of Employment

	Details
Salary	£9.90 Per Hour
Hours of Work	Minimum of 10 Hours per week
Contract	Permanent
Place of Work	Multiple Schemes across Worcestershire
Annual Leave	Annual leave for this role is set at 28 days plus eight extra statutory days (pro rata)
Pension	From the start of your employment, you may apply to join the Social Housing Pension Scheme (SHPS) Defined Contribution Scheme,

	which is administered by the Pensions Trust. The minimum amount of contributions you may make is 2% of your salary each month (to a maximum of 4%) - the Group will double your contributions. For example, if you choose to pay 4% of your salary, the Group will pay 8% into your pension scheme.
Right to Work in the UK:	You must be able to provide to the Group evidence of your right to work in the UK, in accordance with the Home Office (Border Agency) rules, before you can commence working for the Group. If you are unsure of the requirements, please refer to www.ukba.homeoffice.gov.uk , for further information.
Healthcare Cash Plan	The Group will pay for you to receive cover from Mediacash
Notice Period	During the probationary period (six months), notice is based on one week either side. Following confirmation of the appointment you would be required to give a minimum of one months' notice

Closing Date:	16 th June 2022
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