

Role profile

Job Title:	Mobile Cleaner	Grade:	1C
Department:	Estate Services	Post no.:	
Directorate:	Housing and Environment	Location:	Borough wide

Role reports to:	Senior Caretaker
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a **Disclosure and Barring Service (DBS) check.**

Purpose of role

- To provide cleaning services to a high standard as detailed in the cleaning schedule and as directed by the Senior Caretaker whilst working on an individual patch or as part of a mobile team

Key accountabilities

- Cleanse all communal staircases, access balconies, landings, corridors, window ledges and any similar areas.
- Cleanse passenger lifts, cleaning door channels as appropriate.
- Remove litter from playgrounds, forecourts, paved areas, yards, steps playground grassed areas, flowerbeds and shrubberies where accessible.
- Clean glass in communal doors and windows where accessible.
- Spot clean walls and skirting boards in communal areas where appropriate.
- To ensure that spillages that are in areas accessible to residents, staff and contractors are cleared as soon as possible.
- To carry out regular inspections of internal communal areas to ensure that access areas, entrance ways, landing areas, stairs and cupboards are free of hazards.
- To carry out regular inspections of external communal areas to ensure they are free of hazards.
- To remove bulk refuse from communal areas, in conjunction with the Senior Caretaker and Bulk Driver.

- To keep refuse chutes and hoppers clear of obstruction. Where unable to clear obstruction, report to Senior Caretaker.
- To interchange bins and containers as may be necessary or replace plastic sacks in holders as may be necessary.
- Deal with any spillages in the bin or chute rooms bagging up any excess.
- To carry out task to make safe and minimise dangers i.e. removing broken glass from windows or door frames.
- To remove graffiti that can be easily removed in the course of carrying out normal cleaning duties
- To be aware of any signs of anti-social behaviour and report to the Senior Caretaker. To act as the Council's witness in cases of anti-social behaviour.
- Where lifts are installed to carry out inspections of lift cars on each visit to the site. Where necessary clear spillages. To familiarise yourself with Health and Safety precautions should an emergency arise. To report any defects immediately.
- To undertake snow clearances of footpaths, balconies, walkways and any other vulnerable areas. To spread salt and grit where necessary or as requested by the Senior Caretaker.
- To undertake leaf clearances as directed.
- To digitally complete all daily tasks on WhiteSpace and any other reasonable documentation required.
- Report any defects in communal areas, such as repairs, signs of frequent antisocial behaviour, graffiti that you can't easily remove, abandoned vehicles and pests using the apps provided.
- To attend staff meetings and training courses as directed by the Team Manager or Senior Caretaker responsible for the mobile cleaning team.
- To provide cover for short-term absences of colleagues or at weekends as directed by the Team Manager or Senior Caretaker responsible for the mobile cleaning team.
- To be responsible for the collection and use of Estate Services vehicles to undertake duties.
- To carry out daily vehicle checks prior to use and report any defects to the Team Manager or Senior Caretaker responsible for the mobile cleaning team.
- To carry out weekly maintenance checks of the Ealing Council vehicle assigned and complete digital assessment.
- To drive in a polite and courteous manner at all times and in accordance with the law.
- Comply with requirements related to our Service policy on vehicle use.
- To wear Ealing Council issued uniform at all times while on duty and ensure that this is maintained to a clean and presentable condition.
- Check all necessary equipment /supplies on board and report any defects to the Senior Caretaker responsible for the mobile cleaning Team.
- To provide cover for the Mobile Cleaning Team operational rota as directed.
- To assemble equipment as necessary and to check, clean and store safely after use. To record any defects to the Senior Caretaker or Team Manager.

- To ensure that appropriate PPE is worn at all times.
- To correctly use machinery as required following appropriate training.
- To carry out manual handling duties in accordance with best practice and training received.
- To utilise manual handling equipment as required, checking and storing it safely after use.
- Report any accidents or near misses immediately.
- To promote and adhere to Ealing Councils policies on diversity in all respects by delivering, upholding and encouraging the highest standards of behaviour.
- To undertake other duties with due regards to Health and Safety Legislation and in accordance with Ealing Councils policy and procedures.
- To undertake other duties and responsibility of a similar nature which reflect the level of those described above that may be required. The post holder may be required to undertake duties at this level elsewhere within the service.

Key relationships (internal and external)

- Internal – colleagues within Estate Services. Representatives from other Council Teams and Services.
- External – Individual residents, Resident Associations, local Police, Safer Neighbourhood Teams, Contractors

Authority level

- People – nil.
- Financial – nil.
- Policy - nil.

Person specification

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Essential knowledge, skills and abilities

1. Experience of cleaning in a housing environment
2. Experience of manual handling
3. Experience of driving in a commercial environment.
4. A good understanding of quality and customer service issues.
5. A good understanding of Health and Safety regulations.
6. Ability to communicate effectively with residents, colleagues and third parties.
7. Ability to work independently or as part of a team.

Essential qualification(s) and experience

- 1) Ability to read and write in English.
- 2) Full current UK or EU Driving Licence for manually operated vehicles

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards