

JOB PACK

CLEANER



Jigsaw

Creating homes.
Building lives.



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Location:	Based at various sites across Nottingham.
Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

You will be welcomed as part of our established and dedicated Asset Management department which has a committed and passionate team of 600 colleagues who work with care, professionalism and togetherness.

Role Summary

Working as part of the Estates Services team you will carry out general cleaning of communal areas, preparing guest rooms and bedding for visiting customers, ordering stock and carrying out stock checks making sure high standards of cleanliness and hygiene are maintained.

Your ability to get things done quickly and efficiently will help us create clean, safe and attractive environments where our customers can call home.

Responsible To - Estates Services Manager

MAIN TASKS OR ACTIVITIES

1. Provide a high standard of cleaning work onsite and within the communal areas of our Sheltered Schemes.
2. Order cleaning/stock/materials for designated buildings and support caretakers to maintain an up-to-date inventory of stock.
3. Make sure all health and safety guidance and procedures are followed including all risk assessments and reference sheets, and make sure the use of chemicals, equipment and onsite safety is maintained at all times.
4. Liaise with colleagues and customers to help us keep up effective, positive relationships while ensuring customer confidentiality in accordance with GDPR Regulations.
5. Help provide excellent customer service by being an effective team member.
6. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.
7. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
8. Carry out any duty which may be, from time to time, requested by the Estates Services Manager, Head of Operations, Operation Director, Group Director of Asset Management or Chief Executive, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- A good standard of education with qualifications demonstrating basic numeracy and literacy skills; GCSE grade D or above (or equivalent)
- Physically able to complete all aspects of role
- Previous cleaning experience or similar role experience
- Ability to lone work, as well as work as part of a team
- Commitment to providing good customer care

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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