

Job Description



Job Title:	House Cleaning & Clearance Officer
Location:	Flint
Responsible to:	House Cleaning & Clearance Supervisor
Number of hours per week:	37.5 hours
Salary:	£19,700

Purpose of the job

To support the clearance & cleaning of void properties, including maintenance of gardens and/or communal spaces associated with void properties, which will include loading items onto vehicles and taking them to various locations where they will be unloaded. Duties within this role will also include other miscellaneous works relating to properties, communal areas, and open spaces on housing land. Maintain high levels of customer service, having due regard for neighbouring houses or businesses.

This work will often involve working in challenging conditions that can be restricted, unpleasant and unsanitary.

Summary of main responsibilities

Main Responsibilities

- Attend and conduct house and garden clearances and house cleaning services, including direct contact with customers
- Remove furniture from properties safely, protecting other people and property using the appropriate equipment as necessary
- Provide support to any, assistants, trainees, work placements or volunteers assigned to the department as and when required.
- Remove items of furniture and other personal possessions for either storage or disposal. Items will be removed from all floors including lofts, gardens and garages onto appropriate vehicles or skips, etc and to thoroughly clean the property.
- Follow inventory lists of property goods to be removed for safekeeping and ensure that such property is handled and loaded onto vehicles in a manner that is not detrimental to its condition and safely unloaded for storage.
- Deal safely with and dispose of drug related paraphernalia (training will be provided).
- Remove all reported graffiti.
- Undertake horticultural practices necessary for the clearance and restoration of gardens and open spaces associated with void and other council owned property.

- Use a variety of tools as appropriate to the job in hand and be responsible for any equipment used including cleaning and maintenance.
- Use a variety of cleaning chemicals in compliance with the COSHH regulations, associated cleaning tools and equipment, small to medium hand and battery tools, gardening equipment, and any other equipment to facilitate the restoration of the property to a habitable condition.
- Enter loft spaces and carry out visual conditions, clear belongings whenever necessary.
- Ensure all health & safety procedures and practices associated with the role are adhered to at all times.
- Respond to customer requests for assistance

Administration

- Undertake associated administration paperwork as requested.
- Ensure that PPE is worn at all times in accordance with current Health & Safety policies and procedures.

Other Duties

- Ensure compliance with the Organisation's Health & Safety Policy and other established policies and procedures, risk assessments and ensure good health and safety management for tasks.
- Any other associated duties as may be required/assigned by the House Cleaning & Clearance Supervisor or appointed Senior Staff which would further Refurbs and its operations. This may include working within other departments within the organisation to cover demand, eg for sickness absence or annual leave.
- The attached list is not an exhaustive list of duties as the role may change from time to time to meet the requirements and objectives of the team.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • Experience in undertaking House Clearances • Working directly with the customer • Knowledge and understanding of health & safety and following safe working practices including the correct use of any PPE, power and hand tools. 	<ul style="list-style-type: none"> • Good local geographical knowledge • Experience within charity sector • Knowledge of antiques and furniture brands
People	<ul style="list-style-type: none"> • Commitment to equality and diversity • Ability to engage and work with people at all levels, in a variety of organisations with an approachable and positive outlook 	
Judgement & Initiative	<ul style="list-style-type: none"> • Excellent organisational skills. • Ability to work individually and as part of a team and support other staff members as and when required. • Confident, committed, enthusiastic and self-motivated. 	

	<ul style="list-style-type: none"> • Ability to generate ideas for improving operational efficiency and effective administration 	
Communication	<ul style="list-style-type: none"> • Good written and verbal communication skills. • Ability to work with individuals at a variety of levels, internally and externally • Ability to represent the organisation professionally 	<ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh.
Attributes	<ul style="list-style-type: none"> • Works with commitment, enthusiasm and positivity. • Able to work effectively under pressure • Physically fit to lift and move large furniture • Comfortable working in challenging conditions including those which can be restricted, unpleasant and unsanitary 	
Confidentiality	<ul style="list-style-type: none"> • Understanding of the importance of confidentiality and the ability to manage sensitive and confidential information in an appropriate way. 	
Other	<ul style="list-style-type: none"> • Appreciation and understanding of Welsh heritage and culture. 	