CLEANER
Part Time (20 hours per week)
Permanent

Recruitment Information Pack

FEBRUARY 2016
THE POSITION

bpha is a major housing association operating between Oxford and Cambridge, based in Bedford. We are a leading provider and developer of affordable homes - for rent, sheltered, residential care and shared ownership. We own around 17,500 homes, employ 350 people, and had an annual turnover of over GBP 100 million in 2014/15.

We are passionate about providing excellent customer service; if you are too then this could be the opportunity for you. We are looking for an experienced Cleaner to work as part of our busy Retirement Services Team.

Reporting to the Assistant Retirement Services Manager, the Cleaner will play a key role in providing a high quality cleaning service.

Key responsibilities

- To undertake basic cleaning tasks effectively in all communal areas and guest rooms, including safe use of cleaning products, awareness of COSHH, keeping accurate stock records and ordering materials.
- To be aware of the individual needs of tenants, and the ability to deal with a range of people in a polite and courteous manner.
- To liaise with partners and stakeholders, responding to everyday calls for help from tenants, coordinating the appropriate services to help.
- To carry out fire safety and health and safety checks at the scheme. To ensure communal areas are clean and tidy and free from hazards.

About you

- You will have an understanding of the needs of older people and an awareness of issues relating to professional boundaries.
- You will have the ability to use your own initiative and be self motivated, particularly when working alone.
- You will be an approachable person who is responsive to requests for help, with a flexible and willing attitude.
- You can remain calm under pressure and address conflicting priorities.
- As a Cleaner and lone worker you will need to be able to:
  - walk around the building and travel between floors using the stairs;
  - assist a frail older person, which may include pushing a wheelchair, kneeling on the floor to give assistance or help someone to sit up;
  - move furniture to facilitate cleaning and bed making.
- Preferably you will have a basic working knowledge of MS Word, Excel and Outlook.
- You will be able to travel between schemes to provide cover when required.
THE TEAM

Although you will be mainly working on your own you will be part of a team providing support to older people. The Retirement Services team includes Scheme Support Officers, Visiting Support Officers and Handypersons. You will need to work cooperatively to provide excellent customer service.

FURTHER INFORMATION

If you would like further information please contact Mary Wille, Assistant Retirement Services Manager on 01234 716425.

CLOSING DATE

The closing date for applications is Midnight on Tuesday 1 March 2016.

INTERVIEW

Interviews will be held on Monday 7 March 2016.

You may be contacted by telephone or email to invite you to an interview; please ensure we have a contact telephone number and email address.

ROLE PROFILE

As attached. When completing your application form, you are advised to refer to our Applicant Guidance.
TERMS AND CONDITIONS OF EMPLOYMENT

SALARY

This salary range for this position is £7,488 to £7,994 per annum for working 20 hours per week and is equivalent to £13,853 to £14,790 per year for working 37 hours per week.

Progression is assessed at an annual appraisal in April and increases may be awarded strictly subject to your meeting specific performance objectives.

Salaries are normally paid by Bank or National Giro credit on the fifteenth of each month, for the whole of that calendar month.

HOURS

bpha works on average 37 hours each week and you will work 20 hours per week, at 4 hours per day (8am-12noon), Monday to Friday. You may sometimes be required to work in the evenings and at weekends.

bpha has developed a customer contact centre, bpha OneCall, and may in the future require employees to work flexible hours to suit the needs of the business and in particular our customers. We will continue to work a 37 hour week but the hours you may be asked to work will be flexible between the hours of 8.00am and 8.00pm Monday to Friday and could include Saturday mornings.

WORK PLACE

You will be based primarily at Gordon Colling House in Bedford.

There will however be times when you will be required to cover other retirement schemes in the Bedford area.

BENEFITS

Pension scheme
bpha has a contributory salary sacrifice pension scheme and will pay up to a maximum of 10% of your salary into the Scheme – depending on your contribution.

Bonus
bpha has a discretionary annual bonus scheme. The specific rules and targets are published annually and may be changed from year to year.

Private health cover
bpha offers free private healthcare to all employees.

Life assurance
bpha offers free life assurance cover for all its employees.
Leave entitlement
bpha offers generous annual leave of up to 28 days, rising to 33 days after five years, plus an allowance for public holidays, pro rata for part time.

Childcare vouchers
bpha offers a childcare voucher scheme. The scheme operates as a salary sacrifice scheme, which allows employees to save on tax and National Insurance.

Counselling service
bpha offers employees access to a confidential 24-hour telephone counselling service.

Sick pay
bpha has a sick pay scheme and entitlement depends on your employment status and length of service.

OTHER INFORMATION

Parking
At the present time bpha are not able to offer designated car parking spaces to those employees who work at Bedford Heights. There is alternative parking on the roads nearby but this is limited on a first come first serve basis and cannot be guaranteed.

No smoking policy
bpha has a no smoking policy throughout all of its offices, buildings, and grounds.

Probationary period
All posts have a six month probationary period and during this time performance and conduct will be monitored. Your contract will explain how this works.

NOTICE PERIOD

This post is subject to four weeks notice on either side, following successful completion of a probationary period.