

ROLE PROFILE

Job Title: Void Property Clearance Operative	Role Reports to: TBC	Business Function: In-House Contractor	Evaluated Tier: 7B
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Job Purpose: Working as part of a small team or individually across a specified geographical area, maintaining safe systems of work at all times, carry out property clearance work and low maintenance gardening works to specifically identified Your Housing Group owned properties to an agreed specification and timescale. This role will require driving a company vehicle to various locations	Key Competencies: • H&S compliance • Personal Learning and Growth • Priority and time management • Meeting Customer Needs • Results Focus • Future focus • Problem solving and decision making • Building relationships
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Key Responsibilities:

1. Ensure the health, safety and wellbeing of staff, tenants and the public Health & Safety is first priority.
2. Adhere to, implement, embed and maintain safe systems of work at all times, in line with the Health & Safety at Work Act.
3. Undertake Risk Assessments and ensure a safe working environment at all times through H&S packs, tool box talks, training etc., ensuring compliance with relevant legislation – to include Health & Safety, Manual Handling, COSHH, waste disposal etc. This will also include completing checks to verify compliance including equipment audits, ensuring timely repair and service, safe use of and correct application of Personal Protective Equipment.
4. Carry out clearance work within vacant properties prior to and or following repair or refurbish works being undertaken
5. Undertake property clearance tasks to an agreed specification and timescale in a professional manner
6. Remove items of furniture and other personal possessions for disposal. Items to be removed from all floors including lofts and gardens onto appropriate vehicles or skips
7. Enter loft spaces to clear possessions where necessary.
8. Effectively remove and dispose of all drug related paraphernalia ensuring compliance with relevant Health & Safety legislation
9. Remove and dispose of all animal fouling ensuring compliance with relevant Health & Safety legislation
10. Undertake horticultural practices necessary for the clearance and restoration of gardens to a manageable standard to include grass cutting and hedge trimming
11. Use of a variety of hand, battery and petrol tools / equipment to facilitate gardening clearance and restoration works
12. Work with initiative and enthusiasm, ensuring a quality, timely programme of work and appropriate communication with colleagues, showing flexibility to join and work as part of a team or individually as needed; work flexibly in alternative areas or teams and show flexibility in the approach to working hours in line with business need
13. Responsibility for storing and maintaining all tools, equipment, vehicle and work documents in a safe and secure manner, submitting paperwork in a timely manner and undertaking audits as required to verify information.
14. Accept responsibility for the safety and security of premises, equipment, tools and materials utilised within the role
15. Committed to delivering a service that is value for money and that is right first time
16. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	• Knowledge of the Environmental cleaning sectors and industry best practice • Manual handling techniques	
Skills	• People interaction skills • Ability to use basic IT packages • Reliability, initiative, communication, organisational and team work skills	• Tool and equipment maintenance skills
Experience	• Achieving high standards within time constraints • Experience in the Environmental cleaning sectors • Working in restricted, unpleasant and inclement conditions • Experience in use of industrial cleaning tools and equipment • Experience of working within a time bound environment	• Relevant industry experience
Qualifications/Education	• GCSE Maths and English (Or equivalent) • Valid UK Drivers licence	• PA/6 Pesticide Application • Treatment of commensal Rodent Certification • City & Guilds Land Based Services / NPTC / Lantra machinery certification • Health & Safety certification

People Management Responsibility?	This role has no line management responsibility
Budgetary Responsibility?	This post has no budgetary responsibility
Key Relationships (internal/external)	Effective communication with customers and colleagues, in accordance with Company or Client Policies, Procedures and Codes of conducts.

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

Voids

1. Downtime/productive time
2. Near misses reported
3. Percentage pass rates for void clearances
4. Customer complaints/Customer compliments received
5. Void clearance turnaround times
6. Average number of void clearances completed per day
7. Quality Assurance check results

Date Role Profile Created/Updated:	March 2019
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