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Job Description

1. JOB DETAILS

Job Title: Cleaning and Environmental Operative

Location: **Livingston**

Salary: £13.45 per hour

Responsible To: Operations Manager

Responsible For: N/A

2. JOB PURPOSE

Responsible for supporting the smooth and efficient running of the operations within a housing provision setting, by carrying out routine but essential tasks in line with established procedures. The role ensures that facilities and environments are maintained to agreed standards, contributing to the safety, comfort, and well-being of tenants, staff, and visitors.

Working as part of a team, this position provides practical and accessible support, adapts to varied operational needs and provides reliable communication, thereby supporting organisational objectives and enhancing the overall effectiveness of the estates and facilities function.

3. KEY RESULT AREAS

3.1 Principial Duties & Responsibilities

- Deliver routine cleaning of communal areas, stairwells, bin stores, and void properties to maintain safe, hygienic housing environments.
- Carry out waste management tasks, including waste sorting, removal of fly-tipping, and cleaning around bin stores, to keep estates tidy and compliant.
- Operate 3.5T vehicles and manoeuvre tipper trucks where assigned, transporting waste and materials safely in line with procedures.
- Undertake grounds maintenance such as mowing, litter picking, landscaping, window cleaning, pressure washing, and scheduled garden maintenance runs for older residents to present well-kept communal and eligible resident areas.
- Perform minor property repairs and maintenance, including replacing bulbs, toilet seats, and door handles, completing guttering cleaning/repairs, and addressing mould and mildew to sustain property functionality.

- Conduct routine safety and compliance checks on plumbing, locks, heating, water flushing/temperature, light fittings, vehicles, and equipment, escalating defects to protect residents and colleagues.
- Use ladders, power tools, PPE, and approved chemicals correctly, handling hazardous waste and sharps safely and attending mandatory H&S and fire safety training to minimise risk.
- Complete house clearances and void turnarounds, including removing flooring and carpets and undertaking heavy lifting of appliances, to prepare properties for occupation.
- Provide basic advice and practical assistance to tenants and clients on waste sorting, simple property care, and safety, and carry out basic welfare visits for older residents with signposting to community groups where appropriate to support wellbeing.
- Process paper and digital records, log tasks and additional repair requests with photographic evidence, and record ad hoc purchases and occasional tool acquisitions to maintain accurate administration and minor financial records.
- Work within established procedures, prioritising own workload, supporting occasional out-of-hours cleaning, and escalating unusual issues to meet service standards and timescales.
- Undertake any other duties as reasonably required to support the organisation.

3.2 Key Relationships – Internal & External

- Operations Manager
- Cleaning and Environmental Supervisor
- Housing officers (Almond Housing)
- Tenants
- Private customers/clients
- Merchants/suppliers

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by Almond Enterprises LTD.
- Complete training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.4 General

- Be aware of and adhere to Almond Enterprises LTD policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Almond Enterprises LTD departments to achieve good outcomes for our residents, applicants, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

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3.5 Other

- Apply the Almond Enterprises LTD and behaviours to every aspect of the role at all times
- Protect and enhance the interests and reputation of Almond Housing internally and externally.

Operative

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	N/A	
Experience	N/A	
Knowledge	Awareness of health, safety and infection-control procedures relevant to estates work, including correct use of PPE, ladders, power tools, approved chemicals, manual handling, vehicle operation and the need to report defects or hazards. Awareness of routine cleaning, grounds maintenance, waste management and basic property repair processes required to maintain communal areas and to complete void turnarounds, including waste sorting and removal of fly-tipping. Awareness of how to communicate sensitively with residents, recognise signs of distress, provide basic practical support or signposting, and escalate safeguarding or welfare concerns to appropriate colleagues or services.	

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Skills	Developed skill in safely operating assigned vehicles, including 3.5T vans and manoeuvring tipper trucks, and in delivering waste-management duties such as fly-tipping removal, waste sorting, hazardous waste handling and bin-store cleaning while using appropriate PPE and following health and safety procedures. Basic skill in carrying out routine estates and property tasks including communal and stair cleaning, pressure/jet washing, grounds maintenance and in working at height and using power tools after required training. Basic skill in completing administrative and safety checks by recording tasks on paper and digital systems, logging ad hoc purchases and tool acquisitions.	
Personal attributes	Excellent organisational and planning skills to cope with a varied workload and the ability to handle change and prioritise work accordingly Ability to work under pressure and prioritise work to meet strict deadlines, use initiative, make judgements and take decisions Motivated, enthusiastic and self-starting with a commitment and drive for improvement Committed to ensuring high standards, efficiency and outstanding customer service Committed to our values of: Work together	

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	Open to change Respect Kindness Social Confident in own skills and abilities and able to work as part of a team or on own initiative Alignment with the ethos and values of AEL and the social housing sector, including principles of involvement, equality and social justice and advanced political awareness	
Additional requirements	Mandatory use of personal protective equipment (PPE) Regular manual handling including lifting and carrying heavy items (e.g. beds, sofas, tables) Operation in environments with regular exposure to hazardous conditions Lone working in line with established protocols Full UK drivers licence Role Requires a PVG check	