

Job Pack

Neighbourhood First Cleaner



Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

We are able to offer our staff a range of benefits and access to discounts as follows:

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

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- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
 - They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
 - Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
 - Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
 - They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

Job Description

Post Title	Neighbourhood First Cleaner
Service Area	Neighbourhood First
Team	Neighbourhood First Operations
Grade	B/C
Reports to	Neighbourhood First – Team Leader
Date prepared	November 2022

Job Purpose

- To work across both Eastbourne Borough Council (EBC) and Lewes District Council (LDC), contributing to the Corporate Plans and strategies.
- To help to ensure that the operational buildings (inside and out) are opened, secured, repaired, and cleaned to the highest standards of cleanliness, safety, and security.
- To provide support to the Neighbourhood First team, cleaning public conveniences, be able to lift and carry boxes and cleaning materials and equipment.
- To respond to urgent requests such as blocked drains, dealing with bodily fluids in our public conveniences.
- To provide support to the Neighbourhood First team, assistant in a range of duties and initiatives as requested.

Key Tasks

Facilities operations

1. To conduct routine inspections of operational facilities and regularly monitor standards of cleanliness, safety, and security.
2. To undertake appropriate minor repairs or appropriate janitorial duties, report identified issues to the appropriate team or service provider and help to make areas safe if required.
3. To assist with minor repairs to furniture or equipment if appropriate, erecting and removing notices, shelving, small fixtures, and fittings and so on.
4. To be responsible for locking and unlocking of buildings as required.

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5. To help to keep public areas, pathways, stairways, and entranceways clear of obstruction and free from snow, ice, litter excess standing water or other impediment to safe use.
 6. To maintain stores of consumable items such as light bulbs, roller towels, toilet rolls and soap; replacing these around the toilets when needed.
 7. To clean and maintain our public conveniences daily
 8. To work evenings and weekends on a rota basis

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the councils' activities.
4. To understand and apply the councils' Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. You will be required to support the councils' corporate priorities and to ensure business continuity (e.g. emergency response, elections, deployment to critical services).
7. Lewes District and Eastbourne Borough Councils are committed to safeguarding and promoting the welfare of children and adults at risk. The Corporate Safeguarding Policy and Procedures provides a framework within the councils, setting out responsibilities in relation to safeguarding and promoting the welfare of children and adults at risk.

The policy applies to all employees, councillors, volunteers, and service providers that are commissioned by the council.

8. To work within the councils' Core Competency Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision - Shaping the Future	<ul style="list-style-type: none">• Understands the Council's purpose, context, goals, objectives, and values, and is willing to behave consistently with them.• Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none">• Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally.• Works positively to gain understanding from others.
Driving Improvement Performance &Results.	<ul style="list-style-type: none">• Takes responsibility and ownership for decisions, actions, and results.• Takes actions to improve skills, knowledge, and level of contribution.• Seeks and delivers high standards for self, team, and Council
Self-Management	<ul style="list-style-type: none">• Self-motivated and professional.• Is organised and uses time and technology efficiently.• Adopts a flexible approach to change
Delivering for our Customers	<ul style="list-style-type: none">• Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction
Working Together	<ul style="list-style-type: none">• Actively contributes to team working, sharing information, valuing the input of others.• Works co-operatively and is committed to building, productive, positive relationships.• Demonstrates commitment to achieving overall team objectives

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

Essential	Desirable
<ul style="list-style-type: none">• Good standard of education	<ul style="list-style-type: none">• Educated to GCSE level or equivalent• Experience in a cleaning or repairs administration role

TRAINING

Essential	Desirable
<ul style="list-style-type: none">• Willingness to undertake training	<ul style="list-style-type: none">• Health and safety related training• First aid training

SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none">• Ability to carry out minor repair and maintenance tasks• Can diagnose normal repairs and maintenance issues and identify the best resolution• Ability to follow verbal and written instructions cleaning specifications• Ability to move and lift equipment and materials.• Good written and verbal communication skills with a commitment to high levels of customer service• Comfortable liaising with customers, contractors, and service providers• IT literate and good knowledge of the Microsoft Office suite• Able to work on own initiative without supervision and work within a team• Good organisational skills with a proactive approach to work and problem solving.	<ul style="list-style-type: none">• Good stakeholder relationship building.• Accurate data entry and good standard of numeracy

KNOWLEDGE

Essential	Desirable
<ul style="list-style-type: none">• An understanding of health and safety practices, in particular manual handling, lone working, and fire safety• Knowledge about corporate facilities processes and procedures	<ul style="list-style-type: none">• Knowledge of First Aid, Asbestos Awareness and Ladder Safety• Knowledge of the role of local government.

EXPERIENCE

Essential	Desirable
<ul style="list-style-type: none">• Experience of monitoring the standards of buildings or properties and diagnosing repairs or other issues• Coordinating with and monitoring the work of internal teams, contractors, or other external service providers• Communicating with customers in person, by phone or in writing	<ul style="list-style-type: none">• Electronic purchase order and invoicing administration• Electronic filing and indexing• Arranging facilities bookings• Coordinating safety tests or drills

PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none">• An engaging, enthusiastic, and positive manner with a strong “can do” approach.• Willingness to work within the councils’ core competency framework.• Ability to visit facilities in Lewes, Eastbourne and Newhaven if required• Ability to be flexible in working hours including evenings and weekends from time to time• Clean driving licence	<ul style="list-style-type: none">• To be able to travel to Lewes or Eastbourne to collect a vehicle prior to work.

All staff must be prepared to understand the Equal Opportunities, Customer Care and Health and Safety policies. Managers must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 06	£25,576
SCP 07	£25,985
SCP 08	£26,402
SCP 09	£26,827

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be various public toilets and council buildings within the boundaries of Lewes District and Eastbourne Borough. You will be required to attend meetings and work events at council offices.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Casual User Car Mileage

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 26 days. This increases to 30 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar month, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2025 are:

Pay Range	Contribution
Up to £17,800	5.50%
£17,801 to £28,000	5.80%
£28,001 to £45,600	6.50%
£45,601 to £57,700	6.80%
£57,701 to £81,000	8.50%
£81,001 to £114,800	9.90%
£114,801 - £135,300	10.50%
£135,301 - £203,000	11.40%
£203,001 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation. Based on the salary for this role, the contribution will be 5.8%.