

Recruitment Pack

Cleaning Operative - Estates Services



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About Us

New Gorbals Housing Association was established in 1989 by a committee of local people with a shared vision: to create new, high-quality homes in the Gorbals community.

Since then, through an ambitious programme of new-build developments and the acquisition of homes from Glasgow Housing Association and Scottish Homes, the Association has grown to manage over 2,500 homes for social rent in the Gorbals.

Today, we are the main provider of social housing in the Gorbals. Beyond this core responsibility we also provide factoring services to over 1,800 privately owned homes across the Gorbals, a number we expect to grow over the next five years.

Through our subsidiary, New Gorbals Property Management (NGPM), we also manage 63 mid-market properties which provide additional affordable housing options in our community.

We employ Welfare Rights, Communications, and Community Engagement staff who work alongside colleagues in our core service areas of Housing Management, Maintenance, Development, and Finance and Administration. We have 60 office-based staff, and approximately 50 tradespeople and operatives in our own repair, landscaping and gas servicing teams.

Our Vision

To provide the highest possible quality housing environment and services to all our customers whilst maximising our contribution to the overall regeneration of the Gorbals and addressing, where possible, the needs of this in the community who experience disadvantage.

Our vision and values are at the heart of everything we do. They guide our business decisions, shape our organisational culture, and define how we work with our community. We prioritise community empowerment, delivering high standards of service, and acting with social responsibility. These values drive us to provide exceptional housing and services while playing an active role in the regeneration and well-being of the Gorbals.

Our Values

- To be representative of, and accountable to, the Gorbals community.
- To be accessible and equitable treating every individual with courtesy and respect.
- To be innovative and creative, delivering the best possible outcomes for our community.
- To be focused on delivery customer-centric services which are collaboratively designed.

JOB PROFILE & PERSON SPECIFICATION

Job Details

Job Title	Cleaning Operative	Service Area	Maintenance
Based	200 Crown Street, Gorbals, Glasgow, G5 9AY	Hours of work	39 hours per week
Report to	Quality Control Supervisor	Responsible for	No Line Management
Grade		Date completed	

Job Summary

We are seeking a committed, hard-working Cleaner to join our Estates Services Team, providing vital cleaning services across in the Gorbals area of Glasgow. This role focuses on delivering high standards of cleanliness and hygiene in communal close areas, bin stores, void properties and around the estate in general, ensuring a clean, safe and welcoming environment for all residents and visitors.

The ideal candidate will be BICS (British Institute of Cleaning Science trained and will demonstrate a high standard of cleaning expertise along with a solid understanding of industry best practices.

The role requires our operatives to follow structured cleaning methods, maintain excellent hygiene standards, and deliver consistent results across all areas. Therefore, if you take pride in your work, value attention to detail, and are committed to maintaining clean and safe environments, we'd love to hear from you.

You will be expected to work collaboratively with colleagues, contractors, tenants and owners to deliver positive outcomes for our community, as well as contributing constructively to the association's overall performance in this area of estate and void property management.

Additional Information:

This role involves working both indoors and outdoors, in all weather conditions.

Protective equipment and uniform will be provided.

The role may require flexible working hours and/or weekend working depending on operational needs.

Key Responsibilities

Carry out deep cleaning of communal closes, stairwells, entryways, and other shared areas in multi-occupancy blocks.

Clean and disinfect bin stores, removing debris, spills, and residue.

Assist with the clearance of overspill waste, loose rubbish, and fly-tipping in bin areas.

Perform deep cleaning and disinfection of void properties (empty homes), including "sparkle cleaning" before new tenants move in.

Remove and safely dispose of bulk refuse items left in communal areas or void properties.

Ensure cleaning equipment and materials are used safely and stored properly.

Report any issues, damage, or safety concerns to the Quality Control Supervisor.

Work independently or as part of a small team to meet cleaning schedules and standards.

Adhere to all health and safety, COSHH, and manual handling procedures.

Maintain a high standard of personal conduct and customer service when interacting with service users.

Person Specification:

Essential

Previous professional experience in:

Deep cleaning of communal areas and void properties.

Bin store cleaning and waste management.

Sparkle cleaning to re-let standard.

Strong attention to detail and pride in maintaining high cleaning standards.

A hard-working, reliable, and proactive attitude.

Ability to work independently and unsupervised.

Comfortable with manual handling tasks and working in occasionally challenging environments.

Knowledge and application of health & safety and COSHH procedures.

Ability to work to schedules and meet deadlines

Good communication skills and a respectful manner when dealing with service users, external contractors and colleagues.

Desirable:

Previous experience working with a social housing provider or in a public sector environment.

A full current driving licence.

Behaviours & Competencies

We want our you to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do.
- Take responsibility for achieving excellent performance results.
- Find good solutions for tenants and other service users.
- Excellent communication skills.
- Self-aware and self-motivated.
- Excellent organising ability and time management skills.
- Ability to represent the Association in a positive and effective manner.

Knowledge & Experience

- Understanding of excellent customer service to tenants and factored owners.
- Able to identify issues and suggest improvements.
- Able to manage workload within a dynamic operating environment.
- Experience of delivering excellent service to tenants and the community by responding promptly and efficiently.
- Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement.

What we Offer

Summary of Principle Conditions of Service

Rate of Pay	£14.15 per hour
Hours of Work	Monday to Friday 39 hours per week
Pension	Auto-enrolment to join the defined contribution scheme within the Scottish Housing Associations Pension Scheme (SHAPS)
Employee Counselling	Up to 6 session per employee at the cost of the association
Annual Leave	22 days. Our offices close during the festive period therefore you are required to use 2 days annual leave from your holiday allowance to cover this period. Annual Leave year runs from 1 st April to 31 st March.
Public Holidays	15 days
Sickness Entitlement	Occupational Sick pay rising to 12 weeks full pay depending on length of service
Notice Period	4 weeks



How to Apply

We trust that you have found the information in this recruitment pack both useful and informative. If you would like to join our team, and feel that you meet the criteria stipulated in the job profile, please complete the application on our website.

Apply Now



Key Dates

Closing Date	Wednesday 22 nd October 2025 at 12 noon
Interviews	Early November 2025

Please submit your completed application by the closing date above to:

Recruitment@newgorbalsha.org.uk

Any application forms received after the closing date will not be considered.

All relevant information should be included within the application form as CVs or supplementary information/attachments will not be considered during the shortlisting process.

Should you require any further information on this post, please do not hesitate to contact Tracey McCauley, Head of Maintenance on 0141 429 3900

We look forward to receiving your application form.



NEW GORBALS

HOUSING ASSOCIATION



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