



<b>Title</b> <b>Cleaning Operative</b>	<b>Department</b> <b>Environment and Resources</b>	<b>Post Ref.</b> <b>Grade 1</b>
<b>Job Purpose</b>		
To provide an efficient and effective daily Building Cleaning Service for designated establishments		
<b>Key Responsibilities</b> <ol style="list-style-type: none"><li>1. . General daily cleaning tasks which include emptying waste bins, suction cleaning carpets, dust damp wiping, floor maintenance and washroom cleaning.</li><li>2. Using electrical equipment where required and includes suction cleaning machines and floor maintenance machinery</li><li>3. Cleaning after emergency situations (eg floods) and cleaning bodily fluid spillages.</li><li>4. Effective communication with the designated site representative and other cleaning colleagues where appropriate.</li><li>5. Ensuring allocated paperwork and administrative systems are kept up to date at all times.</li><li>6. Additional duties appropriate to the function and nature of the post</li></ol>		<b>Key Accountabilities</b> <ol style="list-style-type: none"><li>1. Accountable for personal health and safety and apply at all times all relevant health and safety procedures (eg. COSHH / Risk assessment, colour coding and following manufacturers recommended instructions at all times).</li><li>2. Delivering Cleaning Services in order to meet the sites contract specification and service level agreement/contract.</li><li>3. Ensure that provided on site documentation is adhered to at all times (eg.Health and Safety folder).</li><li>4. Accountable for efficient personal time keeping, working to set/agreed work standards and high standards of customer care.</li><li>5.</li></ol>

<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

<p><b><i>Person Specification</i></b></p>	
<p><b><i>Education and Knowledge</i></b></p> <p>1. Knowledge of contracting/frontline services desirable</p>	<p><b><i>Personal skills and general competencies</i></b></p> <p>2. The ability to communicate effectively with customers /colleagues and demonstrate an understanding and commitment to customer care</p> <p>3. Puts into practice the Council’s commitment to excellent customer care.</p> <p>4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</p> <p>5. Works well with colleagues but also able to work on their own initiative.</p> <p>6. Shares the Council’s commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</p>
<p><b><i>Experience</i></b></p> <p>7. Desirable understanding of the cleaning industry/frontline services</p>	
<p><b><i>Role Dimensions</i></b></p> <p>8. Building cleaning functions as required within contract documents and Specifications</p> <p>9. Responsible for managing stock and equipment allocated to deliver the required service</p>	
<p><i>Please attach a structure chart</i></p>	

Date

Tier 7 - Frontline Roles