

| <b>Title</b><br><b>Cleaning Operative</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Department</b><br><b>Environment and Resources</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Post Ref.</b><br><b>Grade 1</b> |
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| <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> |                                    |

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

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| <b>Person Specification</b>                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Education and Knowledge</b>                                                                                                                                                                                                               | <b>Personal skills and general competencies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ol style="list-style-type: none"> <li>1. Knowledge of contracting/frontline services desirable<br/><b>Experience</b></li> <li>7. Desirable understanding of the cleaning industry/frontline services</li> </ol>                             | <ol style="list-style-type: none"> <li>2. The ability to communicate effectively with customers /colleagues and demonstrate an understanding and commitment to customer care</li> <li>3. Puts into practice the Council's commitment to excellent customer care.</li> <li>4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li> <li>5. Works well with colleagues but also able to work on their own initiative.</li> <li>6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</li> </ol> |
| <b>Role Dimensions</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ol style="list-style-type: none"> <li>8. Building cleaning functions as required within contract documents and Specifications</li> <li>9. Responsible for managing stock and equipment allocated to deliver the required service</li> </ol> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Please attach a structure chart</i>                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

Date

Tier 7 - Frontline Roles