



<b>Job Description</b>		
<b>Title</b> Cleaning Operative Tier 7 Frontline (Grade 1)	<b>Department</b> Environment & Resources	<b>Post Ref</b> ER/0791/AM
<b>Job Purpose</b> To further enhance the cleaning standards on site by cleaning a designated area within the establishment.		
<b>Key Responsibilities</b> <ul style="list-style-type: none"><li>• To work to defined cleaning processes, using allocated chemicals and powered equipment to ensure site building cleaning specification is met.</li><li>• To assist in emergency cleans as and when required (e.g. following flooding), returning site to acceptable standard as soon as possible.</li><li>• To provide effective and efficient liaison with site representatives in order to deliver excellent standards of customer care.</li></ul>		<b>Key Accountabilities</b> <ul style="list-style-type: none"><li>• To assist in maintaining cleaning standards in line with site requirements.</li><li>• To have an understanding of, and commitment to, the County Council's Equal Opportunities Policy.</li><li>• This job description indicates the main areas of activity for this post. From time to time, however, other tasks/duties may be required but these will fall within the general area of responsibility and grade of the post. Any changes of a permanent nature will, following consultation with the employee, be included in the job description in specific terms and re-issued to you.</li></ul>
<b>The post holder will perform any duty or task that is appropriate for the role described.</b>		

<b>Person Specification</b>	
<b>Education and Knowledge</b> <ul style="list-style-type: none"><li>• Basic literacy and numeracy.</li><li>• Knowledge or understanding of basic cleaning techniques.</li></ul>	<b>Personal Skills and General Competencies</b> <ul style="list-style-type: none"><li>• Ability to understand customer needs and puts into practice the Council’s commitment to excellent customer care.</li><li>• Works well with colleagues but also able to work on their own initiative.</li><li>• Has a friendly and helpful disposition, with the ability to communicate at all levels and stay calm under pressure.</li><li>• Flexible approach with a willingness to work outside normal hours when required.</li><li>• Willingness to undertake training up to NVQ level one or equivalent.</li><li>• Shares the Council’s commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Previous contract cleaning experience desirable but not essential as full training will be given.</li><li>• Experience in use of cleaning equipment, including floor maintenance machines and industrial vacuum cleaners is desirable.</li></ul>	
<b>Role Dimensions</b> <ul style="list-style-type: none"><li>• Responsible for maintaining cleaning standards within designated area.</li><li>• Direct reports – none.</li><li>• Financial responsibility – none.</li></ul>	