



Job Description		
Title Cleaning Operative Tier 7 Frontline (Grade 1 – SCP 5 to 8)	Department Environment & Resources	Post Ref C&FM
Job Purpose To further enhance the cleaning standards on site by cleaning a designated area within the establishment.		
Key Responsibilities <ul style="list-style-type: none">• To work to defined cleaning processes, using allocated chemicals and powered equipment to ensure site building cleaning specification is met.• To assist in emergency cleans as and when required (e.g. following flooding), returning site to acceptable standard as soon as possible.• To provide effective and efficient liaison with site representatives in order to deliver excellent standards of customer care.		Key Accountabilities <ul style="list-style-type: none">• To assist in maintaining cleaning standards in line with site requirements.• To have an understanding of, and commitment to, the County Council's Equal Opportunities Policy.• 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.
The post holder will perform any duty or task that is appropriate for the role described.		

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