Nottinghamshire County Council

Job Description		
Title **Cleaning Operative** **Tier 7 Frontline (Grade 1 – SCP 4 to 8)**	***Department*** **Environment & Resources**	***Post Ref*** **ER/0791/AM**
Job Purpose To further enhance the cleaning standards on site by cleaning a designated area within the establishment.		

Key Responsibilities	***Key Accountabilities***
• 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.	• 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 • Basic literacy and numeracy. • Knowledge or understanding of basic cleaning techniques.	***Personal Skills and General Competencies*** • 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 • 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 • Responsible for maintaining cleaning standards within designated area. • Direct reports – none. • Financial responsibility – none.	