



Job Description		
Title Cleaner in Charge Mansfield Bus Station Tier 7 Frontline (Grade 2 – SCP 2-4)	Department Place	Post Ref ER/0984/CVM
Job Purpose To ensure the site is kept clean and fit for purpose at all times by maintaining cleaning and janitorial duties onsite and to assist the on-duty Customer Service Officer.		
Key Responsibilities <ul style="list-style-type: none">• To work to defined cleaning processes, using allocated chemicals and powered equipment to ensure building cleaning specification is met (inside and outside)• To maintain the security of the premises and its contents at all times, this will include working closely with the Customer Service Officer for evacuation and emergency procedures and dealing with anti-social behaviour.• To manage specific janitorial duties (both within the building and outside) including ensuring heating system and building temperature is maintained, site is kept clean, litter free and tidy and safe for use throughout the year.• To carry out portorage duties as and when required by the establishment.• To carry out minor DIY works as and when required and to make areas safe following any vandalism• To apply grit and clear snow during winter months to ensure safe passage of the bus station users.• To effectively manage the cleaning service, including ordering materials and replacing consumable items.• To engage with and support Interchange users where required		Key Accountabilities <ul style="list-style-type: none">• To be responsible for maintaining cleaning standards on site, in line with site requirements.• To be responsible for the security of the site, locking and unlocking buildings as required.• To ensure compliance with Criminal Record Bureau (DBS) requirements and safer working practices for the onsite cleaning team.• Responsibility for attendance at training courses to cover areas which include fire safety, first aid, building management, customer care and equality• To have an understanding of, and commitment to, the County Council's Equal Opportunities Policy.

The post holder will perform any duty or task that is appropriate for the role described.

Person Specification

Education and Knowledge

- NVQ/BICS certificate in building cleaning.
- Numerate.
- Literate.
- Knowledge or understanding of basic cleaning techniques.

Experience

- Minimum of 1 year's contract cleaning experience, including knowledge of basic cleaning methods.
- Experience in use of cleaning equipment, including floor maintenance machines and industrial vacuum cleaners.
- Experience in premises security.
- Experience in administration, including stock control and ordering.

Personal Skills and General Competencies

- Ability to listen to customer's needs and put into practice the Council's commitment to excellent customer care.
- Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
- 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.
- Is flexible in their approach, with a willingness to work outside normal hours when required.
- Is competent with DIY tasks and has the ability to make secure emergency repairs as and when needed.
- Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.

Role Dimensions

- Responsible for overseeing and maintaining cleaning standards on a specific site.
- Assisting in ordering and maintaining stock of cleaning materials, to pre-determined levels.
- Financial responsibility – none.

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.