Nottinghamshire County Council

Job Description		
Title **Cleaner in Charge** **Tier 7 Frontline (Grade 2 – SCP 9 to 13)**	***Department*** **Environment & Resources**	***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. To supervise onsite cleaning staff and manage all day to day operations of the cleaning service.

Key Responsibilities

- To work to defined cleaning processes, using allocated chemicals and powered equipment to ensure building cleaning specification is met.
- To maintain the security of the premises and its contents at all times. This includes attending site in emergencies and carrying out necessary duties to ensure site remains fit for purpose and secure.
- To manage specific janitorial duties (both within the building and outside) including ensuring heating system and building temperature is maintained, site is kept clean and tidy and safe for use throughout the year.
- To carry out porter duties as and when required by the establishment.
- To provide a letting service, opening and securing the site after normal hours and attending to the requirements of the hirer.
- To effectively manage the cleaning service and operatives including processing timesheets, holidays requests, sickness absences, ordering and replacing consumables etc.

Key Accountabilities

- To be responsible for maintaining cleaning standards on site (with assistance from the cleaning operatives), 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 (CRB) requirements and safer working practices for the onsite cleaning team.
- 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

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

Experience

- Experience in the supervision of staff, including staff training, along with ability to lead and motivate a team.
- 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.
- Supervising onsite cleaning team of between 1 and 8 employees, depending on the size of the site.
- Financial responsibility – none.