

## Grading

# Job Description and Employee Specification

<b><u>Job title:</u></b> Cleaner	<b><u>Service area:</u></b> Assets and Development
<b><u>Post number:</u></b>	<b><u>Division:</u></b> Catering and Cleaning
<b><u>Grade:</u></b> 1	<b><u>Section/team:</u></b> Building Cleaning
<b><u>Overall purpose of job:</u></b>	
To deliver a cleaning service that meets customer requirements first time, on time, at lowest possible cost.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<b><u>Main responsibilities:</u></b>	
<ol style="list-style-type: none"> <li>1. Support the Catering &amp; Cleaning Unit at all times and present a positive image to the customer.</li> <li>2. Organise and carry out all allocated work to fulfil operational requirements.</li> <li>3. Contribute to the efficiency and quality of the service and undertake training as required.</li> <li>4. Maintain personal health and safety and carry out all work in accordance with safe working practices.</li> <li>5. Maintain security and confidentiality.</li> <li>6. Develop and maintain effective relationships with customers, members of the public and colleagues.</li> <li>7. Observe the requirements of all identified cleaning procedures and action plans.</li> <li>8. Carry out all other appropriate work as directed by the chargehand and/or supervisor.</li> </ol>	
<b><u>Knowledge, skill and experience:</u></b>	
<ul style="list-style-type: none"> <li>• Knowledge of cleaning substances and techniques.</li> <li>• Interpersonal skills.</li> <li>• Knowledge of Health and Safety &amp; COSHH regulations, particularly in relation to cleaning chemicals.</li> <li>• Willingness to obtain Health &amp; Safety certificate</li> <li>• Willingness to obtain BICS or Equivalent certificate.</li> <li>• Ability to perform cleaning tasks and operate cleaning equipment for substantial periods of time.</li> </ul>	

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- Ability to read and understand information on routine documentation i.e. timesheets, order forms, product labels etc.

### **Decision making:**

Works within established procedures and quality standards but may be required to work alone at a specified site or within a specified area.

### **Creativity and innovation:**

Design and prioritisation of daily workload, which involves:

- Working around unexpected problems
- Working around people who are at work, for example in an office environment.

Fully assisted with regard to Health and Safety guidelines, such as using cleaning chemicals, manual handling.

Within an average day there could be new hazards or occurrences which must be dealt with efficiently, such as discovery of contaminated needles.

### **Contacts and relationships:**

Daily verbal contact with the following whilst carrying out their duties:

- Building Cleaning Unit – to discuss any necessary adjustments and or amendments to the daily cleaning programme.
- Site Manager/Contact – Report/discuss breakdowns or problems on site. i.e Leaks, blocked toilets, faulty electrical equipment.

These could have serious consequences if not reported and dealt with efficiently, such as slips, trips and falls, closure of some facilities for both staff and the public. Also, daily visual and possible verbal contact with the following whilst carrying out their duties:

- North Lincolnshire Council staff - all levels
- Members of the public, including children and or vulnerable adults – This may be accidental whilst carrying out their duties, in passing but may include contact in toilet areas.
- School or other staff in external contracts

This will be in all areas of the Council or premise serviced by Building Cleaning, including offices, meeting rooms, corridors, kitchens and toilets.

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### **Responsibility for resources:**

#### **Financial resources:**

None

#### **Physical resources:**

#### **Continuous responsibility for the following cleaning equipment:**

- Rotary floor cleaner
- Vacuum cleaners
- Static and damp mops
- Sweeping and hand brushes
- Washroom consumables
- Wet and dry pick up vacuums
- Scrubber dryers and floor cleaning machines
- Carpet cleaners and hot water extraction machines

None of these items are removed from the base by the Cleaner, they are either equipment used, or consumables replenished by them.

### **WORK ENVIRONMENT**

#### **Work demands:**

Whilst working around people as follows:

- Office staff
- Members of the public
- Teachers / school staff

They must work around in a polite, courteous and safe manner, ensuring minimal disruption and distraction.

Should an unexpected incident occur, such as discovery of vandalism, the daily workload must be reorganised to include this.

#### **Physical demands:**

Constant standing, lifting, walking, kneeling, bending, stretching, reaching is involved in this post.

Use or moving of heavy or bulky cleaning equipment and consumables on a daily basis.

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### Working conditions:

Work indoors approximately 95% of the time, in the following areas:

- Classrooms, Offices and toilets
- Stairs/landings
- Changing areas /showers
- Dining rooms
- Libraries
- Common areas

Work outdoors approximately 5% of their time, in the following areas:

- Car park/waste bin areas

### Work context:

There is a high risk to personal safety, as the work involves contact with the following:

- Needles
- Excrement
- Blood
- Vomit
- Saliva
- Urine
- Food Waste

### Position in organisation:

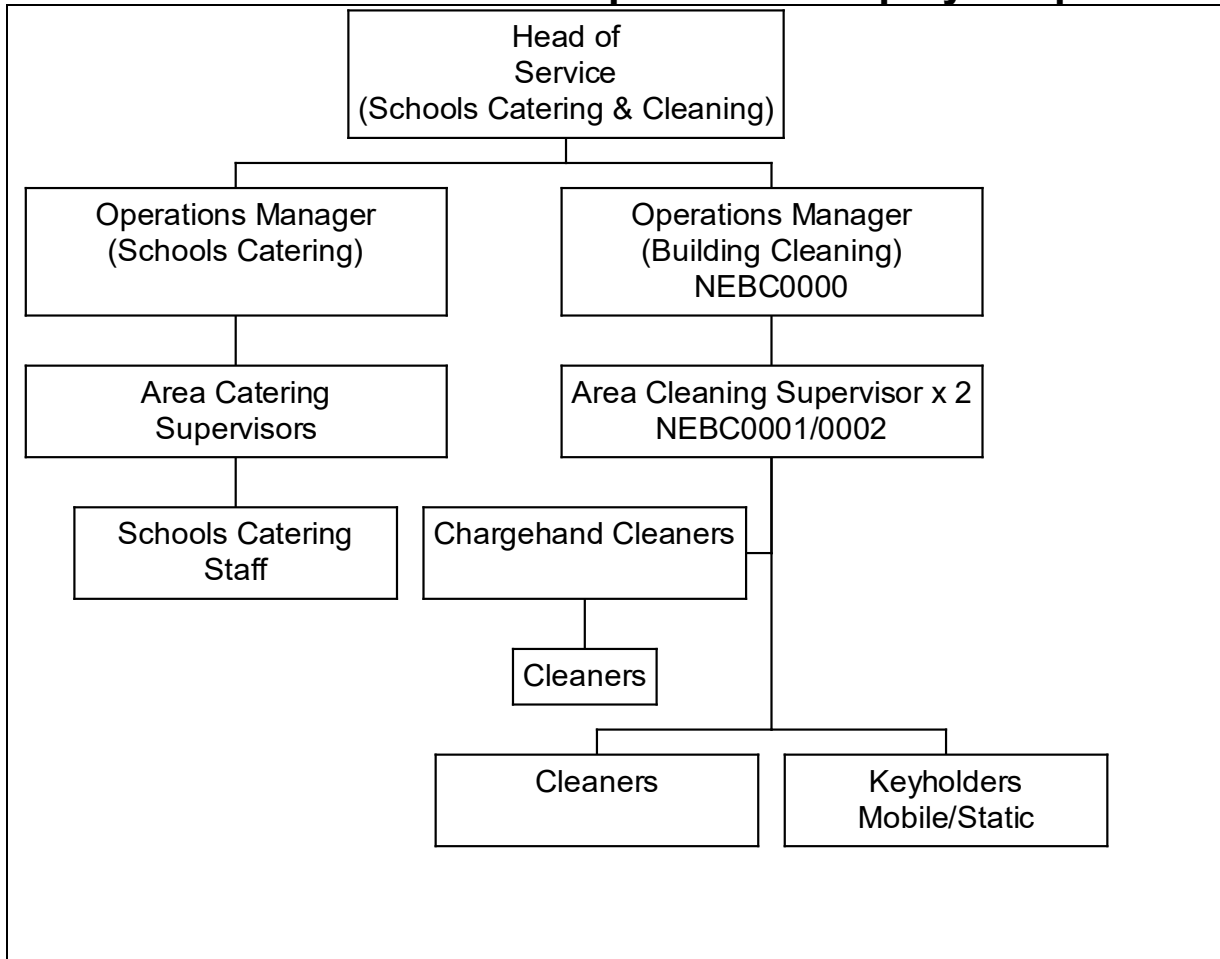
Indicate how many staff the post is directly accountable for:

Are posts in more than one location? Yes  No

Is the supervision/management shared with another post in the structure? Yes   
No

Please indicate which post(s) \_\_\_\_\_

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**Job Description Version Control**

Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

ESSENTIAL CRITERIA	ASSESSED THROUGH:
<b>Knowledge, Skills and Experience</b>	<b>Application form (follow up at interview)</b>
<ul style="list-style-type: none"> <li>• Knowledge of cleaning substances and techniques.</li> <li>• Knowledge of Health and Safety &amp; COSHH regulations, particularly in relation to cleaning chemicals.</li> <li>• Ability to undertake Manual handling tasks</li> <li>• Ability to perform cleaning tasks and operate cleaning equipment for substantial periods of time.</li> <li>• Ability to read and understand information on routine documentation i.e. timesheets, order forms etc.</li> </ul>	

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<b>Knowledge, Skills and Experience</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>Interpersonal skills.</li> </ul>	
<b>Education, Training and Qualifications</b>	<b>Application form (follow up at interview)</b>
<ul style="list-style-type: none"> <li>Willingness to obtain Health &amp; Safety certificate including Manual Handling</li> <li>Willingness to obtain BICS or Equivalent Certificate.</li> </ul>	
<b>Working Arrangements</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li></li> </ul>	

DESIRABLE CRITERIA	ASSESSED THROUGH:
<b>Knowledge, Skills and Experience</b>	<b>Application form (follow up at interview)</b>
<ul style="list-style-type: none"> <li>Previous experience within another cleaning organisation.</li> </ul>	
<b>Knowledge, Skills and Experience</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>Previous experience within another cleaning organisation.</li> </ul>	
<b>Education, Training and Qualifications</b>	<b>Original documents</b>
<ul style="list-style-type: none"> <li>BICS or equivalent.</li> <li>Certificate in Health &amp; Safety, Manual Handling or equivalent.</li> </ul>	
<b>Working Arrangements</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>Able to be flexible and work additional hours if necessary</li> </ul>	

#### THE POST IS SUBJECT TO:

##### Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes

No

##### Political restriction

Yes

No

##### The ability to speak fluent English under the Immigration Act 2016

Yes

No

#### Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021