

POST TITLE	CLEANING OPERATIVE
DIVISION / SECTION	PROPERTY & FACILITIES MANAGEMENT
DEPARTMENT	RESOURCES
RESPONSIBLE TO	CLEANING SUPERVISOR
NUMBER OF POST HOLDERS	500+
ACTING UP/ SECONDMENT	NO

#### PURPOSE OF JOB

To be responsible for the general cleaning of the premises in accordance with the Service Level Agreement, under the direction of the Cleaning Supervisor whilst ensuring all cleaning materials/equipment are handled and utilised in a safe and conscientious manner.

The standard of cleaning should support the retention of QHSAS 18001 and ISO 9001.

#### THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- To empty litter and recycling bins.
- The cleaning of all surfaces, internal glass, floors, furniture, fixtures and fittings within a group of buildings.
- The cleaning of all sanitary areas, toilets and showers and the replenishment of washroom consumables.
- Emergency and re-active cleaning as required, e.g. removal of graffiti, body fluid spillages, accidental spillages.
- Some issues may arise which will require logging and escalating to management. In most cases the post holder will be required to act autonomously and, in some cases, make decisions in the absence of a supervisor.
- The care and cleanliness of all equipment used in carrying out the above duties.
- Report safety or maintenance issues to your Cleaning Supervisor or to Janitorial staff.
- Other tasks as may reasonably be required that relate to the role, including supporting cleaning tasks across other buildings where required.
- Inform appropriate member of staff as and when security or safety risks arise and taking appropriate actions when it is deemed safe to do so
- The post holder will be required to deliver to the cleaning specification requirements and to cooperate with performance measurement so that the overall agreed standards are met.
- At times, deal with enquiries from members of the public

#### THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)

- Cleaning Operatives must obtain (through CEC funded training) the BICSc (British Institute of Cleaning Science) "Licence to Practice", this provides the foundation units necessary to perform their role safely and efficiently.
- The post holder will be required to deliver to the specification requirements and to cooperate with performance measurement so that the overall agreed standards are met
- The post holder will require knowledge of the use of equipment as necessary to carry out the role and techniques and an understanding of safe working practices. The post will require a good standard of

communication. Applied knowledge of cleaning within Council policy, practices and process, and supported by relevant qualifications or demonstrable knowledge in key areas such as Health and Safety. Demonstrate a passion for high cleaning standards, to resolve issues and/or make improvements

- Demonstrate a curiosity to grow knowledge and professional development
- Demonstrate ability to self-motivate and manage own time
- The post will involve liaison with council/other staff and incidental contact with the general public. A high degree of customer care and behavioural standards are required.

#### **ENVIRONMENT**

- The post holder will be required to follow an agreed rostering and work schedule. A degree of flexibility will be required during this deployment to account for prevailing conditions. Should unforeseen circumstances arise (such as issues with access; equipment malfunctions; unexpected work/volume of work or other difficulties) this should be agreed in communication with your Cleaning Supervisor.
- Post holder will be Responsible for ensuring deadlines are adhered to in line with the needs of service users
- The post will require physical demands for a cleaning operative including, but not limited to, operation of manual and powered cleaning equipment; lifting, brushing, polishing and vacuuming. – Although the post may be exposed to some adverse working conditions these will be predominantly within the range of cleaning-based activities and be predominantly carried out indoors.
- The job may require contact with body spillages, chemical products, construction materials and may require work in an area requiring PPE - all works are to be carried out to agreed method statements and risk assessments.
- The post will have the requirement to take care in relation to the working environment this will vary from building to building, this means a mix of working environments across the estate.
- Work activities and dealing with people both with respect to occupied and unoccupied buildings. Health and safety/customer care processes will be required to be followed.

#### **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

- The Cleaning Operative will have no direct line management responsibility, however on occasion may be required to support induction of new staff in the absence of a supervisor

#### **RESOURCES**

- Facilities Management has overall responsibility for keyholding to enable opening and closing of buildings that we service. As part of the duties of a Cleaning Operative, you may be required to be a key holder to fulfil these tasks. This typically would include operation of security alarm systems, closing accessible windows and doors and switching off lights, ensuring that premises are left safe and secure.
- The post will have shared responsibility for the security and maintenance of relevant Council equipment including cleaning equipment and the use of materials, cleaning products and consumables.

#### **HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).