

Person Specification

Position Title	Cleaning Operative
Division / Section	Resources
Service Area	Property & Facilities Management
Responsible To	Cleaning Supervisor

Person Specification

Qualifications, training & professional membership	• Demonstrates good written and verbal communication skills in order to be able to communicate with colleagues and clients in a clear manner.	Essential
	• Knowledge of Health & Safety in a cleaning environment	Desirable
	• Knowledge of BICS standards	Desirable
	• Knowledge of QHSAS 18001 and ISO 9001:2015 and ISO 45001:2018	Desirable

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

Experience, knowledge, skills and understanding	• Public contact skills	Essential
	• Ability to understand instructions	Essential
	• Ability to move around different contract locations within a locality	Essential
	• Awareness of Health & Safety	Essential
	• Ability to work on own and in a team environment	Essential
	• A knowledge of general cleaning skills and experience with a variety of cleaning tools and equipment	Desirable
	• The use of cleaning machinery would be advantageous, however training will be given	Desirable
	• Self motivated with the ability to carry out duties with minimal supervision and the ability to work under pressure.	Essential
	• Ability to co-ordinate a range of duties and meet deadlines.	Essential

Competencies & Values Framework

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Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

Customer focused	• is respectful and courteous to customers/clients • understands and resolves customer/clients needs • takes opportunities to improve customer/client services • is aware of service levels expected and strives to meet them • seeks and acts on feedback from customers/clients • supports others when dealing with customers/clients.
Works Effectively with others	• treats team members fairly and equally, recognises and demonstrates appreciation of their contribution • identifies with and has a shared commitment to achieving team objectives • shares knowledge and information with others • thanks others for their contribution and efforts • fosters good working relationships within teams in own department • actively seeks others input and values their contributions.
Managing change	• is willing to try new or different ways of working • displays a flexible attitude to duties and responsibilities • reprioritises own work when deadlines are changed • helps others to adapt to change.
Taking Ownership and Responsibility	• manages own time effectively and works productively • responds positively to feedback and takes appropriate action • ensures own knowledge and skills are sufficient for the job • considers how own behaviour affects others and changes accordingly • recognises and acts when something needs to be done.
Communicating Effectively	• listens carefully and asks questions if understanding is unclear • uses simple and clear language • seeks advice when necessary • provides clear and accurate information • uses appropriate body language and eye contact.