

POST TITLE	DRIVER ATTENDANT (PUBLIC CONVENIENCES)
DIRECTORATE	PLACE
SERVICE	WASTE AND CLEANSING
RESPONSIBLE TO	WASTE AND CLEANSING SUPERVISOR
NUMBER OF POST HOLDERS	12
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The post holder is responsible for the cleaning of public toilets and associated facilities to ensure that they are kept to agreed standards. They will be responsible for reporting any issues relating to the safety, security, maintenance and repair of public toilets.

The post holder will drive vehicles appropriate to licence type held to carry out associated duties with the cleaning of public toilets.

The post holder will also act as a first point of contact with users of the public convenience service providing advice, responding to problems and acting as a link with other CEC departments and agencies ensuring the highest possible standards of customer care are maintained.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Cleaning of public toilets, including but not exhaustively all surfaces, floors, fixtures and fittings to ensure facilities are in a clean, hygienic and serviceable condition. Empty bins and dispose of waste appropriately.
- Undertake re-active cleaning as a result of anti-social behaviour, vandalism, accidental spillages as required. This will include the removal and safe disposal of sharps (syringes etc) to safeguard public health using CEC safe working procedure.
- On a day-to-day basis, be responsible for driving vehicles appropriate to licence type held and as directed. Responsible for Daily Vehicle Checks, presenting vehicles to workshops when required and completing associated paperwork.
- The post holder is responsible for the timely opening and/or closing of public conveniences at their allocated times. The post holder has key holding responsibilities whilst working.
- The post holder is responsible for the collection and distribution of stores to PC locations i.e. cleaning materials and consumables. Ensuring consumables i.e. toilet tissue, hand towels, soap etc. are replenished on a regular basis to prevent their depletion.
- Carry out visual inspections of facilities (including examination of ball-cocks and water fittings), undertake minor repairs and maintenance to the public convenience buildings and its fixtures and fittings, including replacing light bulbs/tubes.
- They will be expected to identify repairs and maintenance issues and report these, along with incidents of vandalism, accordingly to their line manager. They will recommend closure of facility to line manager for health and safety reasons whilst repairs are initiated.
- Ensure duties are carried out following CEC safe working practises to ensure the health and safety of job holders and the public during the cleaning process.
- On occasion the post holder will need to deal with the public and handle anti-social behaviour and may be required to have contact with emergency services, departmental and outside agencies when required.

- Ensure proper completion of daily paperwork i.e. Daily work sheets, repair books and incident report sheets where applicable.
- On occasion deal with weather emergencies (ice, snow, flooding, gritting).

The How - Knowledge and Skills (E.g. Creativity & Innovation, contacts & relationships, Decision Making)

- All post holders will have an SVQ level 2 qualification in cleaning or commit to secure such certification either within 24 months of appointment (for new staff) or from the implementation of the new job description (for existing staff).
- Knowledge and understanding of CEC Health and Safety policies is essential.
- The post holder will be working within agreed procedures, processes or briefs. When required, they may have to apply a degree of creativity to resolve routine issues/difficulties encountered while completing daily tasks such as damage to facilities.
- As the first point of contact for members of the public, they will interpret available information to respond appropriately to enquiries and requests for advice and may be required to identify the most appropriate course of action to resolve straightforward problems or complaints.
- A current full driving licence is essential
- Excellent communication skills

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Required to prioritise their own workload, respond in a timely manner to information requests for service information.
- Post holders will assess risks such as uneven surfaces and icy conditions encountered in the course of carrying out duties and will apply guidelines to decide the most appropriate course of action from a range of established alternatives, balancing the requirement to maintain service provision with the need to safeguard property and protect the safety of staff and members of the public.
- Will receive work allocated but will also be expected to be pro-active in finding performance solutions to enhance facilities remain clean, safe and available to the public.
- The post holder will have regular contact with tradesmen i.e. plumbers, electricians, joiners, glaziers etc. and to assist with repairs if required.
- The post holder will have direct contact with emergency services i.e. when an individual is found unconscious or dead, other medical emergencies involving the public, tissue holders and waste bins set on fire, threats of violence etc.
- Post holders work in all weathers / conditions.
- Duties involve periods of heavy manual work (eg Stores such as cleansing equipment, toilet rolls and walking distances).
- Duties involve occasional removing and cleaning human waste matter, needle sticks and hazardous waste.

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

- The post holder will have no line management responsibilities but may on occasion be expected to support new staff joining the service.

RESOURCES

- Postholders are responsible for the proper use and safekeeping of cleaning products and equipment and protective clothing issued to enable them to undertake their duties.
- Required to be a key holder to open/close public toilets.
- They are responsible for operation and safekeeping of equipment and non-LGV vehicles, and for the daily use of mobile devices, reporting faults as necessary.

HEALTH AND SAFETY

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](#).