

Person Specification

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

Person Specification

Qualifications, training & professional membership	<ul style="list-style-type: none"> • Demonstrates good written and verbal communication skills in order to be able to communicate with colleagues and clients in a clear manner. 	Essential
	<ul style="list-style-type: none"> • Knowledge of Health & Safety in a cleaning environment 	Desirable
	<ul style="list-style-type: none"> • Knowledge of BICS standards 	Desirable
	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Public contact skills 	Essential
	<ul style="list-style-type: none"> • Ability to understand instructions 	Essential
	<ul style="list-style-type: none"> • Ability to move around different contract locations within a locality 	Essential
	<ul style="list-style-type: none"> • Awareness of Health & Safety 	Essential
	<ul style="list-style-type: none"> • Ability to work on own and in a team environment 	Essential
	<ul style="list-style-type: none"> • A knowledge of general cleaning skills and experience with a variety of cleaning tools and equipment 	Desirable
	<ul style="list-style-type: none"> • The use of cleaning machinery would be advantageous, however training will be given 	Desirable
	<ul style="list-style-type: none"> • Self motivated with the ability to carry out duties with minimal supervision and the ability to work under pressure. 	Essential
	<ul style="list-style-type: none"> • Ability to co-ordinate a range of duties and meet deadlines. 	Essential

Competencies & Values Framework

Competencies & Values Framework

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

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| Customer focused | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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. |