

Role Profile

Role Profile Created: 1st May 2015

Post Title:	Cleaner
Grade:	1

ROLE DEFINITION

To undertake, individually or as part of a team, the cleaning of designated areas to ensure that they are kept in a clean and hygienic condition in line with the specification.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- To undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- To undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Duties will include cleaning, sweeping, vacuuming, emptying of litter bins, polishing/damp wiping and spray-cleaning in designated areas (which include washroom facilities) ensuring they are kept in a clean and hygienic condition.
- The day to day care of equipment and material.
- To communicate with the service user on all aspects of the cleaning service.
- Complete and maintain relevant paperwork.
- Co-operate with the introduction and training of new procedures and/or new equipment/technology.
- Operate within the current Health and Safety legislation ensuring safe working practice by adhering to the Council's Health and Safety Policy.
- Setting of burglar alarms and key holding for access and egress, ensuring the building is secured at the end of the shift.

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ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications		<ul style="list-style-type: none"> BICS, or equivalent cleaning qualification 	<ul style="list-style-type: none"> Application Form Interview
Experience		<ul style="list-style-type: none"> Previous cleaning experience Experience in use of commercial cleaning equipment 	<ul style="list-style-type: none"> Application Form References Interview
Specialist Knowledge		<ul style="list-style-type: none"> Health and Safety Awareness COSHH regulations 	<ul style="list-style-type: none"> Application Form Interview Pre/Post-Interview Check (if appropriate)
Skills and Abilities			<ul style="list-style-type: none"> Application Form References Interview
Other	<ul style="list-style-type: none"> Willing to undertake training as required 	<ul style="list-style-type: none"> Able to work additional hours 	<ul style="list-style-type: none"> Application Form Interview Pre/Post-Interview Check (if appropriate)

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<p style="text-align: center;">Focus.</p> <p style="text-align: center;"><i>we</i> put our customers first <i>we</i> understand the bigger picture</p>	<ul style="list-style-type: none"> Provide excellent customer services.
	<ul style="list-style-type: none"> Meet and where possible exceed the expectations of internal and external customers.
	<ul style="list-style-type: none"> Understand the performance levels and standards required within our own role and strive to achieve and where possible exceed these.
	<ul style="list-style-type: none"> Know how the work we do fits into the overall performance of the Council.
	<ul style="list-style-type: none"> Take ownership of our own actions and performance.

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<p>Passion.</p> <p><i>we</i> take pride in the jobs we do <i>we</i> are ambitious for our community</p>	<ul style="list-style-type: none"> • Reflect on the work we do and consider how it could be improved.
	<ul style="list-style-type: none"> • Have a positive impact on the lives of our customers and their communities.
	<ul style="list-style-type: none"> • Push the boundaries to help our customers and communities realise their potential.
<p>Inspiration.</p> <p><i>we</i> all look for better ways to deliver our services <i>we</i> achieve the best results by working together</p>	<ul style="list-style-type: none"> • Find new ways to deliver improvements, efficiencies and value for money.
	<ul style="list-style-type: none"> • Embrace change with enthusiasm and creative ideas.
	<ul style="list-style-type: none"> • Work together and creatively produce the best outcomes for our customers and communities.
	<ul style="list-style-type: none"> • Plan all activities with the end goal in mind.