Job Description

Job Title: Cleaner

Reporting to: Duty Manager / Supervisor

**Salary: NMW / NLW**

**Overview**

As a cleaner of a designated facility it is essential you have a close working relationship with the Duty Manager to establish and maintain the standards and work ethic of the designated Site. You are responsible for the cleaning and associated duties at establishments throughout the Trust.

There are 4 key areas that all staff of the Company should focus on, namely:

1. Staff
2. Financial Sustainability / Resources
3. Communication
4. Health and Safety

**Summary of Main Responsibilities**

**Staff**

1. There will be no supervisory responsibility within this role other than assisting in work familiarisation of peers and new recruits

**Resources**

1. You will be responsible for the proper use and safekeeping of hand tools, small items

of equipment and low cost materials

**Communication**

1. To promote good public relations by effectively dealing with customer queries.
2. You will be expected to contact people on well established matters where you are able to provide readily available information or assistance. On occasion there may be a need for you to deal with situations where the outcome may not be straightforward.

**Work Environment**

1. Your working demands are such that tasks are interchanges but the programme of tasks is not normally interrupted
2. This role will require normal physical effort with periods of substantial effort or may involve prolonged effort in a constrained position.
3. Your working conditions include significant elements of inside or outside work involving some exposure to moderate noise, heat cold and difficult surroundings.
4. Your work could potentially involve some risk to personal safety of injury, illness or health problems arising from the environment or the public.

**Health and Safety**

1. To ensure safe use of equipment and cleaning products using guidelines, procedures and systems e.g. COSHH.

2. To ensure that all equipment is properly used and stored away neatly.

**General**

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| 1. To carry out cleaning duties to ensure the cleanliness of all areas within the complex. Areas may include:
2. Entrance foyers/ Reception areas
3. Stairways
4. Meeting rooms
5. Function rooms
6. Walls and corridors
7. Toilets
8. Store rooms
9. Offices
10. Changing facilities
11. Bar / café (where applicable)
12. Shower areas
13. Staff Rooms
14. Spectator Galleries
15. Bowls hall ( where applicable)
16. Synthetic football pitch and surround (where applicable)
17. The above duties will include sweeping, dusting, mopping, polishing, washing, vacuuming and buffing designated surfaces in the appropriate way.
18. To ensure all immediate external access areas are kept free of litter.
19. The emptying of refuse bins both inside and outside the facility
20. When required, to open / close the facility using guidelines
21. When required to assist in the setting up and relocation of equipment inside and outside the complex.
22. Where appropriate to answer the telephone in line with procedures.
23. To demonstrate a positive public image by maintaining a high standard of personal appearance.
24. To undertake such other duties which may be reasonably expected of the post holder, commensurate with the salary grade of the post and which are within his / her capabilities.
25. Understanding safeguarding relevant to role.
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### Person Specification

**Cleaner**

**Work Experience**

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| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Experience of working within a Customer service environment | Essential | Application Form/Reference/Interview |
| Awareness of Health & Safety at work | Desirable | Application Form /Interview |
| Experience of industrial cleaning | Desirable | Application Form /Interview |
| Experience of using industrial cleaning equipment e.g. buffer machine | Desirable | Application Form /Interview |

**Skills/Abilities**

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| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Excellent communication skills demonstrating a friendly approach | Essential | Application form/Interview |
| Excellent interpersonal skills, demonstrating an ability to be diplomatic, tactful and consistent in dealing with others | Essential | Application form/Interview |
| Ability to work alone with minimum supervision, but also to work as part of a team and support other team members. | Essential | Application form/Interview |
| Knowledge of manual handling procedures | Desirable | Application form/Interview |
| Knowledge of COSHH requirements | Desirable | Application form/Interview |

**Education and Training**

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| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Basic literacy and numeracy skills, which demonstrates an ability to undertake further training | Essential | Application form/Interview |

**Other Requirements**

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| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Ability to work flexibly and to attend work including evenings and weekends | Essential | Interview |
| Demonstrate awareness of equality issues in the workplace | Essential | Application form/Interview |