

Redcar & Cleveland Borough Council

Job Description and Person Specification

POST TITLE	Cleaner
DIRECTORATE	Growth, Enterprise, and Environment
GRADE (SCPS)	A (SCP 2)
JOB EVALUATION NUMBER	1501
REPORTING RELATIONSHIP	Team Leader
ACCOUNTABLE FOR	N/A
GENERAL CONTACTS	The post holder will be in regular contact with Internal/External Clients within buildings and for representing the Authority in a positive and professional manner
JOB PURPOSE	To provide a service that ensures the Authority's buildings and offices are cleaned to a satisfactory standard. Duties will involve cleaning such as vacuuming, sanitising surfaces and emptying bins, as directed by the cleaning specification and/or the Team Leader

MAIN DUTIES/RESPONSIBILITIES

- 1 To ensure that the services delivered by the Building Cleaning Team are responsive to the needs of the directorate, are effective and efficient in operation and are provided in accordance with the Customer Excellence model.
- 2 To perform all required tasks in the manner that is expected following training
- 3 To handle all cleaning materials and equipment in the manner expected following training, including the use all uniform and equipment provided for the safety of staff and ensuring that it is maintained in good condition.
- 4 To follow all Health & Safety legislation and COSHH regulations.
- 5 To liaise with the other cleaning staff to always deliver the highest level of cleaning.
- 6 To be prepared to undertake any further training that may arise within the job role.
- 7 To report any problems or difficulties to the Team Leader without delay.
- 8 At times you may be required to work at various locations around the Redcar and Cleveland Borough including schools, residential care homes and youth centres therefore you will be subject to an enhanced DBS check

General/Corporate Responsibilities:

- 1 To undertake such duties as may be commensurate with the seniority of the post.
- 2 To ensure that the Council's corporate Health & Safety policy is followed, and training is undertaken in all pertinent health and safety procedures.
- 3 To partake in the Council's and Directorate's staff training and development policies as well as the Council's system of performance appraisal.
- 4 To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner.

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- 5 All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy
- 6 To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
- 7 To ensure the highest standards of customer care are met at all times
- 8 To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers.
- 9 To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
- 10 To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding, therefore all cleaner positions are subject to an enhanced DBS check



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Education/ Qualifications and Knowledge		
Appropriate qualification at NVQ Level 2		D
First Aid Training certificate		D
Experience & Knowledge		
Previous experience working as a cleaner		D
Skills and Abilities		
Self-motivation with commitment to punctuality and reliability.	E	
Effective communication skills.	E	
Ability to work in a team and capable of good relationships	E	
Ability to meet the travel requirements of the job		D
Other Requirements		
Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours.	E	
Commitment to own continuous personal and professional development.	E	
Strong team player, committed to an ethos of continuous improvement.	E	
Proven ability to respond to internal and external pressures of the job including order to meet the needs of the service complex customer concerns.	E	
Proven ability of ensuring that deadlines are met, and work is prioritised accordingly	E	
Contactable by telephone.		D
Evidence of own continuous personal and professional development.		D
Commitment to Equality Opportunities		
Commitment to equal opportunities and the ability to recognise the needs of different service users.	E	
Evidence of having completed training in equality and diversity awareness.		D

Author Fay Durham

Date 16 February 2015