

Redcar & Cleveland Borough Council

Job Description and Person Specification

POST TITLE	Mobile Cleaner
DIRECTORATE	Growth, Enterprise and Environment
GRADE (SCPS)	B+ (SCP 4 – 5)
JOB EVALUATION NUMBER	W1305
REPORTING RELATIONSHIP	Team Leader
ACCOUNTABLE FOR	N/A
GENERAL CONTACTS	The post holder will be in regular contact with managers, team leaders, officers from other departments, and members of the public.
JOB PURPOSE	To provide a service that ensures the Authority's public toilets remain clean, safe and functional for members of the public. Duties will involve undertaking cleaning and small repairs and maintenance within the properties located across the borough. To continually improve frontline services through effective and efficient performance and customer service.

MAIN DUTIES/RESPONSIBILITIES

- 1 To carry out such cleaning work as may be required internally and externally to the facilities, including sweeping, mopping, disposal of rubbish including needles, washing sinks/toilets/urinals, dust damp wiping and steam cleaning of toilet areas. Including the removal of hazardous waste e.g. body fluids/faeces.
- 2 Ensure that all waste disposal processes are correctly followed, especially in relation to hazardous waste
- 3 To unlock and secure the public toilets, including key holder responsibilities
- 4 Providing safe access to the facilities throughout the year, including snow and ice removal.
- 5 Respond to the presence of discarded needles and their associated paraphernalia in line with training given and report instances to their line management
- 6 Respond to emergencies, dealing with vandalism and unforeseen incidents and make swift decisive decisions to ensure the safety of themselves and others. Make dynamic risk assess of the situations they may face and react accordingly.
- 7 To undertake minor repairs and maintenance required to 'make safe' a facility and reporting of faults and any damage by liaising, as required with other relevant staff and members of the council.
- 8 To assist in ordering, collecting, and stock taking of stores and equipment.
- 9 To perform all required tasks in the manner that is expected following training including the handling of all cleaning materials and equipment.
- 10 To safely and effectively use hand operated machinery, power tools, and high-pressure water systems/steam cleaners.
- 11 Ensure that the vehicle provided for the role is always in a serviceable condition before, during and after use by undertaking daily checks and reporting all faults as soon as possible. To ensure that all stores and equipment are carried in the vehicle in a safe way.

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- 12 To follow all Health & Safety legislation and COSHH regulations and report any breaches through the appropriate method To work in a safe manner regarding the Health & Safety of themselves and others.
- 13 Interact when required with members of the public, such as responding to antisocial behavior as appropriate or acting as a signpost to appropriate services
- 14 To be prepared to undertake any further training that may be required for the job role.
- 15 To always comply with RCBC policies and procedures

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.
- 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 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 need safeguarding

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Education/ Qualifications and Knowledge		
Literate and numerate with a good all round standard of education	E	
Knowledge of safe working practices	E	
Qualifications in building maintenance, e.g. electrical or plumbing qualifications		D
Experience & Knowledge		
Experience of working in a caretaking/cleaning environment.	E	
Proven success in a team working environment.	E	
Dealing with difficult situations?	E	
Working with members of the public		D
Skills and Abilities		
Ability to undertake general maintenance tasks within the building.	E	
Competent in written communication/record-keeping skills	E	
Good interpersonal skills to ensure that conflict is avoided or resolved effectively	E	
Good co-ordinating and organisational skills	E	
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	
Ability to work late evenings to ensure security of building and other duties in order to meet the needs of the service	E	
Full driving licence	E	
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 Carl Lamb

Date April 2023