**ABERDEEN CITY COUNCIL**

**JOB PROFILE**

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| **1 Job Details** |
| **Job Title:**  | **Cleaning Keyholder**  |
| **Job Profile No:** | 3906 |
| **Function:**  | Operations |
| **Cluster:** | Operations and Protective Services |
| **Service Area:** | Facilities Management, Cleaning Services  |
| **Grade:** | G4 |
| **Version Date:** | 11-Feb-20 |

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| **2 Job Purpose** |
| To clean buildings to the standard and hours defined by the Service. |

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| **3 Reporting Relationships** |
| Cleaning Team Leader|Cleaning Chargehand (if applicable)|**Cleaning Keyholder\*** |

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| **4 Outcomes** |
| **The post holder will be expected to:*** Carry out cleaning duties to the hours and standard defined by the Service including opening and closing of buildings where applicable and ensuring work areas are left in a safe and secure manner.
* Wear uniform (where issued) at all times when on duty.
* Ensure only authorised and approved cleaning materials are used, in line with manufacturers recommended use and current procedures.
* Check, use, maintain and report defects for all cleaning equipment used in line with current procedures.
* Work in premises across Aberdeen City, such as Schools and other Educational establishments, Sheltered Housing Complexes, Offices, Libraries, Void Housing properties and others, as required by the service.
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| **5 Knowledge**  |
| **The post holder needs to be able to demonstrate a sound understanding of:*** Cleaning of buildings
* English language, written and oral, for H&S and operational requirements
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| **6 Job specific skills and competencies** |
| **The post holder is expected to demonstrate:*** Appropriate level of health and fitness to carry out the tasks of the job
* Competency in the use of all equipment issued.
* Competency in the use of all cleaning products used.
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| **7 Organisational Behaviours**  |
| **The post holder is expected to display the following behaviours:****Communication*** Relates well to others and works with them to help meet their needs
* Responds to and acts on feedback
* Asks appropriate questions to check understanding
* Listens objectively

**Customer Focus*** Understands and responds appropriately to customers’ needs
* Deals proactively with customer complaints
* Is knowledgeable about the services provided
* Complies with service/ corporate standards
* Deals with customer enquiries in a helpful and friendly manner

**Professionalism*** Meets and maintains standards consistently
* Gets the job done to the right standard
* Takes pride in their work
* Is flexible and willing to accept change
* Manages time well
* Takes responsibility for reporting problems, damage or required repairs

**Respect*** Is courteous, polite and considerate to all
* Respects council equipment, premises and property
* Complies with council policies, procedures and guidelines
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| **8 Requirements of the Job**  |
| **The post holder needs to hold as a minimum:*** Either has or is able to achieve within 3 months of commencement a suitable standard of cleaning as determined by the Service, and be competent in the use of equipment and materials used.
* *PVG membership (Disclosure Scotland check) may form part of the pre-employment checks if working in locations with vulnerable groups i.e. care homes, schools etc. If this is the case, the Council will contact you regarding the process/membership*
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| **9 Development**  |
| **The post holder must have undertaken or be committed to undertaking the following within a specified period:*** Object Handling training
* Refresher training on existing equipment and materials
* Training on new equipment and materials
* Any additional/new training required by the service or organisation
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