



Cleaning Operative

JOB PROFILE

Incorporates

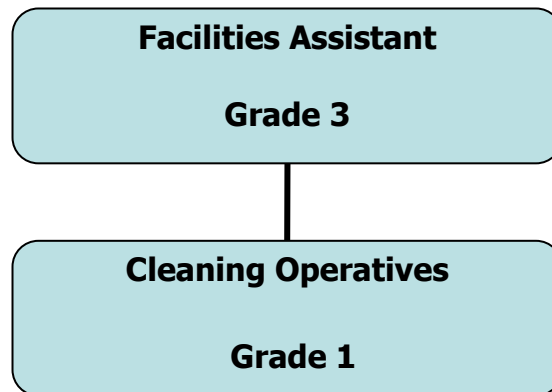
- Section 1 Post Descriptor**
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SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Cleaning Operative	
Service Area: Citizen Culture Facilities	Section: Facilities Management
Reports to: Facilities Officer	Grade: 1
Position Number: HE2805	Gauge Reference:
2. JOB PURPOSE	
<p>The Cleaner post is positioned within the Facilities Management division of Citizen Culture Facilities Reform.</p> <p>The post holder will be responsible for the provision of a high quality, responsive cleaning service. They will require to undertake a combination of general cleaning duties throughout the unit ensuring high standards are maintained.</p> <p>The Cleaner will contribute to the provision of an effective and efficient cleaning service, ensuring customer focused service delivery and the achievement of objectives, targets and performance standards within the workplace.</p>	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities)	
Budget: The Post holder has no budgetary responsibility	
Staffing Direct: The Post holder has no responsibility for staff. The Post holder will report to the Facilities Assistant on a daily basis.	

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

Facilities Management is positioned within the Communications, Culture, Communities & Facilities division of Transformation & Public Service Reform. The directorate employs approximately 2,700 staff of which approx. 600 is allocated to Facilities Management.

Facilities Management is responsible for:

- Schools catering
- Hospitality and civic catering
- Building cleaning
- Janitorial services
- Mail services
- Management of council offices

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Provide a high standard of cleaning within all areas of the unit.
- Ensure that all jobs undertaken comply with operational procedures, work instructions and in accordance with Council Policies and Procedures.
- Ensure high standards of hygiene are achieved in compliance with relevant Health & Safety, COSHH, etc.
- Assist with effective stock management including requisitioning, storage and rotation.
- Carrying out a range of general cleaning duties including mopping; vacuuming; dusting; sweeping; emptying bins, etc.
- Use of equipment such as vacuums, scrubber/dryers, etc. ensuring equipment is maintained in safe working order and stored correctly.

- Ensure all waste from bins etc. is appropriately disposed of.
- Receipt and storage of cleaning deliveries to the appropriate storage areas.
- Opening and closing of premises for cleaning purpose.
- Able to work on own initiative or as part of a team.

7. PROBLEM SOLVING

The post holder will have a set routine of tasks allocated but will work to resolve day to day problems within the premise to maintain a high standard of cleaning and service delivery. The post holder will be expected to use initiative and recognise to seek advice or escalate issues to the Facilities Assistant resolution.

8. PLANNING

The post holder will be required to be able to prioritise and organise duties as directed by the Facilities Assistant.

The post holder is responsible for ensuring all planned work activities are completed within timescales provided. The post holder is expected to identify and solve everyday job-based problems in liaison with their supervisor.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder will be assigned all work tasks by the Facilities Assistant.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

Communications will involve contact with FM colleagues and service customers in relation to achieving the aims, objectives and targets set for the service.

External communications and working relationships: N/A

11. DECISION MAKING

The post holder will be required to make decisions in line with established working practices. Supervision and guidance is available.

12. MOST CHALLENGING PART OF THE JOB

Delivery of a high quality service within designated timescales.

13. GENERAL

Disclosure/PVG membership : Applicable to this post – PVG - Children

Politically Restricted Post: No

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the post holder may be required to undertake other reasonable determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the Organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport
Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy
- Skills Passport B – WDC Employee Passport
Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. Noting this is in addition to generic WDC training listed above.

- Manual Handling
- Maintenance and safe use of equipment
- Safe use and storage of Chemicals (COSHH)
- Health & Safety Basics
- Building Security and Fire Alarm Operation

Post Descriptor Prepared by: Facilities Manager

Date: December 2020

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Training	
Knowledge and understanding of current/changing legislation relating to the post	
Experience	
Experience of working with a customer focused environment.	Experience in the use of power cleaning equipment.
Knowledge and Skill	
Ability to work on own initiative and as part of a team.	
Reliable and good time keeping	
Demonstrate thoroughness and attention to detail.	
Disposition	
Customer focused with a positive, can-do attitude.	
Self motivated	