

### Person Specification

<b>Position Title</b>	<b>Cleaning Operative</b>
<b>Division / Section</b>	<b>Resources</b>
<b>Service Area</b>	<b>Property &amp; Facilities Management</b>
<b>Responsible To</b>	<b>Cleaning Supervisor</b>

### Person Specification

Qualifications, training & professional membership	<ul style="list-style-type: none"> <li>• Demonstrates good written and verbal communication skills in order to be able to communicate with colleagues and clients in a clear manner.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Knowledge of Health &amp; Safety in a cleaning environment</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Knowledge of BICS standards</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Knowledge of QHSAS 18001 and ISO 9001:2015 and ISO 45001:2018</li> </ul>	Desirable

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

Experience, knowledge, skills and understanding	<ul style="list-style-type: none"> <li>• Public contact skills</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Ability to understand instructions</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Ability to move around different contract locations within a locality</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Awareness of Health &amp; Safety</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Ability to work on own and in a team environment</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• A knowledge of general cleaning skills and experience with a variety of cleaning tools and equipment</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• The use of cleaning machinery would be advantageous, however training will be given</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Self motivated with the ability to carry out duties with minimal supervision and the ability to work under pressure.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Ability to co-ordinate a range of duties and meet deadlines.</li> </ul>	Essential

## Competencies & Values Framework

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### Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

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|--|---|
| <b>Customer focused</b>                    | <ul style="list-style-type: none"><li>• is respectful and courteous to customers/clients</li><li>• understands and resolves customer/clients needs</li><li>• takes opportunities to improve customer/client services</li><li>• is aware of service levels expected and strives to meet them</li><li>• seeks and acts on feedback from customers/clients</li><li>• supports others when dealing with customers/clients.</li></ul>  |
| <b>Works Effectively with others</b>       | <ul style="list-style-type: none"><li>• treats team members fairly and equally, recognises and demonstrates appreciation of their contribution</li><li>• identifies with and has a shared commitment to achieving team objectives</li><li>• shares knowledge and information with others</li><li>• thanks others for their contribution and efforts</li><li>• fosters good working relationships within teams in own department</li><li>• actively seeks others input and values their contributions.</li></ul> |
| <b>Managing change</b>                     | <ul style="list-style-type: none"><li>• is willing to try new or different ways of working</li><li>• displays a flexible attitude to duties and responsibilities</li><li>• reprioritises own work when deadlines are changed</li><li>• helps others to adapt to change.</li></ul>   |
| <b>Taking Ownership and Responsibility</b> | <ul style="list-style-type: none"><li>• manages own time effectively and works productively</li><li>• responds positively to feedback and takes appropriate action</li><li>• ensures own knowledge and skills are sufficient for the job</li><li>• considers how own behaviour affects others and changes accordingly</li><li>• recognises and acts when something needs to be done.</li></ul>  |
| <b>Communicating Effectively</b>           | <ul style="list-style-type: none"><li>• listens carefully and asks questions if understanding is unclear</li><li>• uses simple and clear language</li><li>• seeks advice when necessary</li><li>• provides clear and accurate information</li><li>• uses appropriate body language and eye contact.</li></ul>   |