

### Person Specification

<b>Position Title</b>	<b>Flexible 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

<b>Qualifications, training &amp; professional membership</b>	<ul style="list-style-type: none"> <li>• Good standard of written and oral communication Demonstrates good written and verbal communication skills in order to be able to communicate with colleagues and clients in a clear manner.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Knowledge of Health &amp; Safety management(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.</li> </ul>	Desirable

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

<b>Experience, knowledge, skills and understanding</b>	Public contact skills	Essential
	Ability to understand instructions	Essential
	Ability to move around different contract locations (Within a Locality)	Essential
	Awareness of Health & Safety	Essential
	Knowledge of cleaning materials and equipment	Desirable
	Ability to work on own and in a team environment	Essential
	The use of cleaning machinery would be advantageous, however training will be given	Desirable
	A Knowledge of general cleaning skills and experience with a variety of cleaning tools and equipment	Desirable

	<p>Experience of working within a team and autonomously to deliver shared results. Remove - duplication</p> <p>Self motivated with the ability to carry out duties with minimal supervision and the ability to work under pressure.</p> <p>Ability to co-ordinate a range of duties and meet deadlines.</p>	
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## 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](#):

#### Customer focused

- ☑ is respectful and courteous to customers/clients
- ☑ understands and resolves customer/clients needs
- ☑ takes opportunities to improve customer/client services
- ☑ is aware of service levels expected and strives to meet them
- ☑ seeks and acts on feedback from customers/clients
- ☑ supports others when dealing with customers/clients.

#### Works Effectively with others

- treats team members fairly and equally, recognises and demonstrates appreciation of their contribution
- identifies with and has a shared commitment to achieving team objectives
- shares knowledge and information with others
- thanks others for their contribution and efforts
- fosters good working relationships within teams in own department
- actively seeks others input and values their contributions.

#### Managing change

- reacts positively to change
- is flexible and adapts plans in response to change
- prepares and supports team members during periods of change
- constructively challenges current thinking and procedures and offers alternative solutions
- gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm.

#### Taking Ownership and Responsibility

- takes the initiative to start activities or actions
- recognises when a decision is needed and commits to act
- is proactive, acts quickly to address current issues
- seeks feedback and takes appropriate action
- takes responsibility for personal development

- modifies own behaviour to influence different situations.

**Communicating Effectively**

- uses positive, appropriate language in all situations
- communicates clearly and concisely to influence others
- uses a variety of methods to communicate in the most effective manner
- creates a positive confident impression
- uses interpersonal skills to have a positive impact in meetings
- keeps written messages simple.

**Planning and Decision Making**

- regularly monitors progress and takes corrective action to ensure priorities are met
- gathers information from several readily available sources
- considers information objectively to establish logical options and generate solutions
- considers options and risks before making a decision
- determines resources and co-ordinates work logically to ensure tasks are completed effectively.

**Political Sensitivity**

- Understands how underlying issues and opportunities affecting the team impact on day to day planning
- Recognises team constraints - what is or is not possible in different circumstances
- Builds team relationships to get things done
- Accepts that the political decision making process of the Council will influence the team.

**Leading Others**

- Earns respect by setting a positive example through own behaviour and actions
- Clearly identifies what has to be done and communicates reasons to team
- Motivates and drives individuals to achieve personal objectives
- Supports and encourages others to confidently make decisions
- Engages others and gains commitment to the Council vision
- Facilitates interactions so people work effectively together, handles strong personalities
- Adapts leadership style to suit different situations.

**Managing Performance & Developing Others**

- Strives to continually improve own and team's performance
- Provides regular and constructive feedback
- Coaches others to learn new skills
- Reinforces/supports the use of newly acquired skills

- Visibly supports the processes for learning and development
- Sets individual targets and instils a desire to achieve targets
- Complies with the requirements of the Council's performance management process (PRD).

These competencies are not relevant to the post.