

Person Specification

Position Title	Flexible Cleaning Operative
Division / Section	Resources
Service Area	Property & Facilities Management
Responsible To	Cleaning Supervisor

Person Specification

Qualifications, training & professional membership	<ul style="list-style-type: none"> • 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. 	Desirable
	<ul style="list-style-type: none"> • Knowledge of Health & Safety management(in a cleaning environment 	Desirable
	<ul style="list-style-type: none"> • Knowledge of BICS standards 	Desirable
	<ul style="list-style-type: none"> • Knowledge of QHSAS 18001 and ISO 9001. 	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	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

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.