**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 |