

JOB DESCRIPTION

Vacancy reference:	SRF42599 - R
Post Title:	External (Outdoor) Cleaning Operative
Grade:	Grade 2
School/Department:	Cleaning Services/Campus Services
Reports to:	Cleaning Services Assistant Manager
Responsible for:	

Purpose

To assist in the delivery of a range of cleaning services provided by the University's Campus Services/Cleaning Services team to support the day to day business of the University which will include:

To maintain the external (outdoor) appearance of the campuses by way of cleaning, litter picking and general tidying.

Main duties and responsibilities

External Cleaning

To undertake a programme of external cleaning of the campuses which include:

- Empty all external waste bins including external cigarette bins and take contents to relevant disposal point.
- Sweeping of all pathways and edges of roads with mechanical sweeper.
- Ensuring that the approaches and surrounding areas to all entrances to buildings are kept clean and tidy.
- Collecting any litter that has blown under plants/hedges near pathways and buildings.
- Using handheld motorised equipment such as blowers and vacuum sweepers to help in the clearance of litter.
- Assisting in the maintenance of public areas and to keep escape routes free of clutter, combustible materials and general obstructions.
- To check and clean external bins, signage and street furniture.
- During extreme winter weather conditions, to assist with the sweeping of snow from external areas around building entrances and make such areas safe.
- To assist with recycling and waste disposal initiatives and ensuring that the campus is presented in the best possible condition.
- To assist with any requests to comply with University Environmental policy and ISO14001:2015 accreditation standard.
- To have an awareness of waste and environmental legislation regarding disposal of items, general waste, recycling etc.
- To monitor the level of segregation of waste in the Eurocarts and report any areas where miss sorting is taking place.
- To ensure all waste disposal areas are kept clean and tidy.

Driving

- Driving of vehicles, not requiring HGV or PSV licences for which a clean driving licence is essential.
- To ensure accurate and up to date records are kept for vehicle use: recording vehicle use on the task sheets, carry out vehicle safety checklists prior to use, purchase fuel where applicable, in accordance with University Policy and report accidents and incidents as they occur. Carry this out according to procedures and process requirement of the driving function in Portering Services.
- To report any problem or maintenance issue to the Cleaning Services Manager and to ensure the timely repair of the vehicle(s).
- Be responsible for maintaining the appearance of the vehicles and use designated cleaning service as required
- To undertake all training in vehicle, online or in classrooms as required and attain stipulated levels of driver competency therein, within required timescales.
- To ensure defensive driving is practiced throughout every journey being aware of potential hazards and how to avoid them. To ensure that any vehicle is driven with due care and attention ensuring the safety of other road users. The driver will be responsible for any traffic offence fines.

Health and Safety

- To follow University Health and Safety regulations and guidelines (paying particular attention to Manual Handling rules) and to attend training sessions as required.
- To report any incident that involves injury, damage to any person or property, pedestrian or third party immediately in line with University procedures.
- To observe lone working guidance practices.
- To act as a trained first aider for the purposes of providing First Aid at work (FAW).
- To provide emergency cleaning in the absence of regular cleaning staff.

Security:

- Keeping Security Control informed of incidents and occurrences that may require further actions.
- To report all incidents affecting the security, safety or integrity of the University, its members and visitors to the appropriate officer of the University.
- Record and take any Lost Property to the lost Property collection point in Palmer.

General:

- Reporting faults using the WREN system with surfaces and external fittings across the campuses.
- Use University communications equipment following published policy guidelines (phones, radio's etc.)
- To communicate with customers (staff, students, and visitors) in a clear, concise and polite, professional manner by responding to inquiries face to face.
- To promote the University Cleaning Services and to do everything possible to enhance the University's image through appearance and behaviour, ensuring that duties are carried out in smart uniform and in a timely fashion.
- To undertake any other duties as may be deemed appropriate to the grade by the Cleaning Services Manager/Assistant Cleaning Services Manager.

Supervision received

The External Cleaning Operative reports directly to the Assistant Cleaning Services Manager.

Contact

External Cleaning Operative will come into contact with staff, students and members of the public on a regular basis and are expected to be courteous and helpful at all times.

Frequent contact will be required with the Cleaning Management including Supervisors, Cleaning Operatives, other Campus Services Staff, visitors, university staff, and students,

Terms and conditions

The hours of work are 36 per week. Some weekend and overtime working may be required subject to operational needs. The place of work will be at either the Whiteknights Campus or London Road Campus.

A uniform will be provided and it is expected that this will be worn at all times and suitably maintained as part of the corporate identity.

Campus Services is proud to hold ISO9001:2015 accreditation and actively works to maintain high quality standards in accordance with the Standard.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: Revised 19/08/19 LV

PERSON SPECIFICATION

Job Title	School/Department
External Cleaning Operative	Cleaning Services/Campus Services

Criteria	Essential	Desirable
Skills Required	<p>IT literate with knowledge of MS Office</p> <p>Customer service relationship skills including good communications for instruction and guidance, both written and oral.</p> <p>Good organisational and prioritisation skills.</p> <p>Good levels of literacy and numeracy</p> <p>Capable of following instruction and experience of lone working.</p> <p>Experience of heavy lifting processes and using equipment to facilitate this with manual handling</p>	<p>Previous experience of working in a customer service role.</p> <p>Capable of working on own initiative</p>
Attainment	<p>General School (O, CSE, GCSE level) attainment with passes in English and Maths</p> <p>Full UK driving licence – high standards of safe driving ability and a willingness to drive University Vehicles.</p>	
Knowledge	<p>Understanding of relevant H&S policy and procedures including manual handling, DSE awareness and risk assessment</p> <p>Experience of recycling and waste criteria</p> <p>Customer Service delivery</p>	<p>Working knowledge of Waste and environmental legislation.</p> <p>Awareness of ISO14001 Environmental compliance standard.</p>
Relevant Experience	<p>Experience of working in a customer facing role</p> <p>Experience of handling waste and recycling</p> <p>Using a computer</p> <p>Manual handling experience</p> <p>Experience of team working</p> <p>Experience of basic administrative processes</p>	<p>Experience of working in an HE or FE environment.</p> <p>Experience of working on a large open site.</p>

Disposition	<p>Confident, friendly and polite with a strong customer service focus</p> <p>Reliable attendance with excellent timekeeping record</p> <p>Able to use initiative and prioritise work effectively</p> <p>Flexible approach to work including being comfortable with change and new processes</p> <p>Team player</p> <p>Excellent command of English both written and oral</p> <p>Ability to maintain effectiveness under pressure</p>	
Other	<p>A good level of general health</p> <p>To appear smart and presentable in Cleaning Services uniform</p> <p>Willing to work outside during all seasons.</p> <p>Have a willingness to undertake paid overtime as required. Post holders are required to undertake training to comply with University procedures on safe driving, health & safety, environmental awareness relating to waste, system privacy and data security.</p>	

Completed by: Lucy Virtue	Date: Revised 19/08/19
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