

JOB DESCRIPTION

Vacancy reference:	SRF36093
Post Title:	Cleaning Operative
Grade:	Grade 1
School/Department:	Cleaning Services/Campus Services
Reports to:	Cleaning Services Supervisor
Responsible for:	n/a

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 provide a cleaning and support service to the academic buildings on the University.

Main duties and responsibilities

Internal Cleaning

To clean and maintain high standards in all defined public areas of buildings and departments and to work to provide a high standard of service for all our clients. Areas may include (list is not exhaustive):

Toilets/Showers	Lecture Rooms	Lecture Theatres
Main entrances	Clinical Areas	Kitchens
Foyers	Common Rooms	Main Corridors
Offices	Stairs	Laboratories
Library	Study Areas	Break out/Rest areas ¹

- Scheduled and reactive cleaning in allocated areas on a prescribed basis. This may involve moving furniture or furnishings to permit professional cleaning.
- To carry out cleaning operations to maintain high standards of hygiene and cleanliness in accordance with Cleaning Services – Service Level Agreements.
- To collect refuse and litter from University rooms and offices, and to transport such material to collections points and bin areas.
- Using supplied equipment such as vacuum cleaners, mops etc.
- Assisting in the maintenance of public areas and to keep escape routes free of clutter, combustible materials and general obstructions.
- To replenish consumables such as toilet rolls, soaps, paper towels etc.
- To maintain and clean all surfaces: glass, paintwork, work tops, hard and soft floor surfaces etc.
- General cleaning duties in line with good housekeeping as laid down by national industry standards
- Provide assistance and cover in other buildings and departments depending on operational needs

¹ Areas such as Café seating areas adjacent to Central Catering Cafes and not in the area cleaned by Catering Staff

- Undertake in-house training or any other training required for the post to maintain consistency of service.
- To liaise with other Campus Services staff to ensure that all areas are cleaned to a high standard, providing onsite support ensuring correct standards of service are delivered and Service Levels met.
- To have an awareness of waste and environmental legislation regarding disposal of items, general waste, recycling etc.

Health and Safety

- To follow University Health and Safety regulations and guidelines (paying 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 wear the provided appropriate uniform/protective work wear with appropriate footwear (sensible, enclosed shoes).

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 member of staff (Supervisor or Cleaning Services Manager).
- Take any Lost Property to the Cleaning Supervisor for further action.

General:

- To communicate with customers (staff, students, and visitors) in a professional manner by responding to inquiries face to face.
- To promote the University Cleaning Services and 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 commensurate with the level of the post, as advised by the Cleaning Services Manager or the Campus Services Director.

Supervision Received

Cleaning Operatives report directly to the Cleaning Services Supervisors or to the Assistant Cleaning Services Manager in the absence of the former.

Supervision Given

General guidance to other Cleaning Operatives may be necessary from time to time, particularly when new members of a team are being inducted.

Contact

Cleaning Operatives will encounter staff, students and members of the public on a regular basis and are expected to maintain good customer service: be courteous and helpful at all times.

Terms and conditions

The hours of work are dependent on the contract requirements, per week Monday to Friday between the hours of 05.30 and 20.00 (pro-rata for part-time workers) and some weekend and overtime working may be required, plus occasional cover or extra shifts, when circumstances dictate.

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.

University Cleaning Services Training will be given and maintained to ensure consistency of service and 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: 14/07/20

PERSON SPECIFICATION

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

Criteria	Essential	Desirable
Skills Required	<p>Cleaning Services Experience</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 working on own initiative</p> <p>Capable of following instruction and experience of lone working.</p> <p>Experience of cleaning processes and using equipment to facilitate this</p>	<p>Previous experience of working in a customer service role.</p> <p>IT literate</p>
Attainment	<p>General School (O, CSE, GCSE level) attainment with passes in English and Maths</p> <p>An excellent level of cleaning practice knowledge</p>	<p>Experience of working in a large organisation or Higher Education environment</p> <p>BICS Certification NVQ Level 1</p>
Knowledge	<p>Knowledge of cleaning practices, equipment, and chemicals</p> <p>Awareness of recycling and waste criteria</p> <p>Customer Service delivery</p>	<p>An appreciation of environmental issues relating to waste and recycling</p>
Relevant Experience	<p>Experience of working in the cleaning industry.</p> <p>Experience of working in a customer facing role</p> <p>Experience of handling waste and recycling</p> <p>Manual handling experience</p> <p>Experience of team working</p>	<p>Experience of working on a large open site, offices and public buildings especially when in use.</p> <p>Using a computer</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>Good communication both written and oral</p> <p>Ability to maintain effectiveness under pressure</p>	
Other	<p>Have a willingness to undertake paid overtime as required.</p> <p>Post holders are required to undertake University Cleaning Services Training and training to comply with University procedures on health & safety, environmental awareness relating to waste, system privacy and data security.</p>	

<p>Completed by: Lucy Virtue</p>	<p>Date: 14/07/20</p>
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