

JOB DESCRIPTION

Vacancy reference:	SRF28632, SRF27894
Post Title:	Cleaning Operative
Grade:	Grade 1
School/Department:	Cleaning Services / Campus Services
Reports to:	Cleaning Services Supervisor or Cleaning Services Manager
Responsible for:	Cleaning the academic buildings across campus

Purpose

To provide a cleaning and support service to the academic buildings on the campus

Main duties and responsibilities

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

Toilets/Showers	Foyers
Lecture Rooms	Common Rooms
Main entrances	Main Corridors
Lecture Theatres	Offices
Clinical Areas	Stairs
Kitchens	Laboratories

- Clean prescribed areas on a regular basis. This may involve moving furniture or curtains (e.g. Shower curtains in sports changing areas) to perform professionally.
- Replenish consumable supplies as required. E.g. Toilet rolls, paper towels, Soap
- To carry out wet mopping operations where necessary to maintain high standards of hygiene and cleanliness.
- To collect refuse and litter from University rooms and offices, and to transport such material to collection points and bin areas. Maintain public areas and keep escape routes free of clutter, combustible materials and general obstructions.
- To clean and maintain windowsills and glass in doors.
- General cleaning duties in line with good housekeeping as laid down in national industry standards (BICSs)
- Provide assistance and cover in other buildings and departments depending on operational needs
- Undertake BICSs 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.
- Cleaning in some Cat 2 labs in line with the Universities of Reading's protocol when entering these restricted areas

General

- To report all incidents affecting the security, safety or integrity of the University, its members and visitors promptly and in full to the appropriate member of staff.
- To provide a consistent level of support to staff, students conference operations and external customers alike.
- To undertake any other duties commensurate with the level of the post, as advised by the Cleaning Services Manager or the Director of Campus Services.

The post holder should be physically fit as the job entails substantial physical activity, and also be prepared to co-operate with requirements for Occupational Health surveillance as necessary, as well ensuring compliance with all Health & Safety requirements.

Supervision Received

Cleaning Operatives report directly to the Cleaning Services supervisors or to the Cleaning Services managers in the absence of the former.

Supervision Given

General supervision of other cleaning operatives may be necessary from time to time, particularly when inducting new members of a team.

Contact

Cleaning operatives 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.

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 19.00 (pro-rata for part-time workers) and some weekend and overtime working may be required, plus occasional cover or extra shifts, when circumstances dictate.

Protective clothing will be provided and it is expected that this will be worn at all necessary times to ensure employee safety.

Employees are expected to comply with current Health and Safety legislation and the University's policies and procedures.

Training to BICSS standards will be given

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: October 2013

PERSON SPECIFICATION

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

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Effective communication skills both written and verbal • Proven numeracy skills • Attention to detail • Experience in Customer Service • Able to demonstrate leadership skills • Possess organisational and planning skills • Ability to understand and carry out instructions • Proven ability to train and coach staff • To be able to interpret written instructions and follow procedures effectively. • Ability to organise and prioritise work effectively through good time management and organisational skills. 	<ul style="list-style-type: none"> • Excellent interpersonal skills
Attainment	<ul style="list-style-type: none"> • To have obtained an NVQ or BICs qualification in cleaning • Good general level of education 	<ul style="list-style-type: none"> •
Knowledge	<ul style="list-style-type: none"> • Knowledge of cleaning equipment and chemicals 	<ul style="list-style-type: none"> • To have an appreciation of environmental issues in relation to waste and recycling. • Understanding of Health and Safety issues as applied to the cleaning industry • Training in H&S such as COSHH and Safety Data • A Knowledge of the protocols when cleaning Cat 2 Labs (in house training will be given)
Relevant Experience	<ul style="list-style-type: none"> • Experience in the cleaning industry in supervisory capacity and delivering results 	<ul style="list-style-type: none"> • Stock control • Understanding of the need of colour coded equipment.

Disposition	<ul style="list-style-type: none"> • Ability to work as part of a team and promote effective team working • Demonstrates flexible approach to work • Advocate of customer care • Able to work on own initiative, be self-motivated with minimum supervision • Enthusiastic and willing to learn 	
Other	<ul style="list-style-type: none"> • Possession of a full clean driving licence • Computer literate and able to use electronic communication 	<ul style="list-style-type: none"> • First Aid qualification

Completed by: T Ell	Date: October 2013
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