

## **JOB DESCRIPTION**

Job Title: **Cleaner**

Department: Resident Services

Division: Environment and Streetscene

Business Unit: Leisure Services

Grade: Flexible worker, £13.67 per hour

Responsible to: Leisure Centre Supervisor

Responsible for: Responsible for the day-to-day cleaning within the centre

### **Main purpose of post**

Responsible for the provision of excellent customer services and the day-to-day operation of the centre, including cleaning and maintenance, through excellent practices

### **Principal Accountabilities**

- Cleaning of all equipment, bedrooms, toilets and sweeping duties of all areas inside the Lodge removal of all rubbish, furniture and equipment, including counting & packing laundry & other heavy objects
  - Use of appropriate machinery and chemicals following training. Attendance at training sessions as required on COSHH, electrical safety and equipment use. Use of appropriate safety signs for all cleaning tasks
  - Checking of all equipment before use on a daily basis. Responsible for daily check of cleaning store cupboard
  - Cleaning of rooms in use, bed changing & hovering when rooms are vacated replacing hand soap, toilet rolls and towels as necessary
  - Reporting any faults or damage to a Centre Operation's Officer or Supervisor
  - Cleaning of the reception area and bar if appropriate, by specific times, to include windows & door panels
  - Removal of litter, chewing gum and other rubbish as required.
  - Machine cleaning or hot spot mopping of corridors & conference rooms, to include all glass panels, vending machines as required
- All stairs and corridors to be hovered and hot mopped as required to include cleaning of ledges and radiators
- Skirting areas to be cleaned with hot soapy water
  - Replenish tea/coffee in the rooms & distribute laundry for bed change
  - Keep account of cleaning materials & ordering when necessary to take in deliveries laundry & chemicals
  - Bins to be emptied each day as required, black sacks replaced and all sacks to be removed to the bin store
  - Tops of all bins to be wiped clean with hot soapy water

- Bin store to be cleaned and emptied as required
- To ensure that all cleaning duties are performed with a view to maintaining the highest possible standards
- Carry out all duties with due regard for Health and Safety requirements and regulations, the Society's Equal Opportunities policies and Customer Care standards
- To undertake all other duties as directed and commensurate with the level of the post
- To identify and communicate to the Centre Operation's Officer/Supervisor any future training and developmental needs
- All pathways and bins to be cleaned and left tidy
- Be prepared to assist with cleaning & tasks in the main sports centre as required by the needs of the business in particular operating the bar area for functions & events

### PERSON SPECIFICATION

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>		<b>Shortlisting Criteria</b>
<b>Qualification</b>	PQ1	COSHH Training will be provided
<b>Key Knowledge</b>	K1	Excellent Customer Service Skills
	K2	Attention to detail
	K3	First Aid certificate (desirable)
<b>Key Behaviours</b>	B1	<p><b>Focuses on People</b></p> <p>Ensuring anyone who contacts me receives the best response even if it is not a query for Leisure Services</p> <p>To understand the different needs for leisure in and outside of the council.</p> <p>Showing empathy to assist people inside and outside of the council</p> <p>Ensuring I treat people equally and take time to listen to their needs</p> <p>Being open, flexible and available</p>

		<p>Respecting team goals and supporting new members</p> <p>Providing support, advice and guidance.</p>	
	B2	<p><b>Takes Ownership</b></p> <ol style="list-style-type: none"> <li>1. Takes ownership of my task, breaking it down, engaging with persons involved and reflecting if there is a more efficient way of achieving it</li> <li>2.</li> <li>3. Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative</li> <li>4.</li> <li>5. Working with teams and service areas to achieve positive outcomes and develop personal capabilities</li> <li>6.</li> <li>7. Take time to engage with residents regarding public health funerals, taking care to respect data confidentiality</li> <li>8.</li> <li>9. Actively engaging in 121s, team meetings and the appraisal process.</li> <li>10.</li> <li>11. Ensuring you keep abreast of changes in the service or statutory cremation developments across the UK</li> <li>12.</li> <li>13. Ensuring you have the right knowledge to undertake different tasks within Leisure Services and taking opportunities to learn new skills and procedures.</li> <li>14.</li> </ol>	
	B3	<p><b>Works Collaboratively</b></p> <ol style="list-style-type: none"> <li>1.</li> <li>2. Finding out what other colleagues do and working closely with them</li> <li>3.</li> <li>4. Networking with other teams to seek out mutually beneficial ways of working</li> <li>5.</li> </ol>	

		<ol style="list-style-type: none"> <li>6. Being a good team player and stepping in to assist manager or colleagues during absences</li> <li>7.</li> <li>8. Sharing information, best practice and ideas with relevant networks and groups</li> <li>9.</li> <li>10. Being approachable, listening and building constructive honest relationships</li> <li>11.</li> <li>12. Regularly sharing success stories that lead to good outcomes</li> </ol> <p>Ensuring that leisure centres and partners are all treated with respect and awareness of needs</p>	
	B4	<p><b>Communicates effectively</b></p> <ol style="list-style-type: none"> <li>1. Breaking down our ideas to create a better understanding and communication between divisions and end users – simple is best to communicate well</li> <li>2.</li> <li>3. Targeting the message to the audience, ensuring that everyone can access the information</li> <li>4. Listening for information from my manager and the council that can impact on my work.</li> <li>5.</li> <li>6. Sharing and passing vital and new information and reflecting back understanding</li> <li>7.</li> <li>8. Escalating issues and opportunities straight away, ensuring risks are managed</li> <li>9.</li> <li>10. Manage expectations for bereaved people, avoiding jargon or vague terms in explanations</li> <li>11.</li> <li>12. Review all communication that goes out from the team, in line with service sensitivities.</li> <li>13. .</li> </ol>	

	B5	<b>Focuses on results</b> <ol style="list-style-type: none"><li>1. Getting my work done to the best of my ability with the resources and finances we have</li><li>2.</li><li>3. Thinking in relation to the 'Borough Plan', working well with colleagues to get good results</li><li>4.</li><li>5. Making sure I understand my objectives and what I need to do</li><li>6.</li><li>7. Working with my manager to develop skills and knowledge</li><li>8.</li><li>9. Keeping my manager informed of progress</li><li>10.</li><li>11. Looking for opportunities to move forward</li><li>12.</li><li>13. Alerting my manager when I need support.</li></ol>	
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