Newcastle City Council

Job Description

Post Title: Chargehand Cleaner AA913

Evaluation: 367 Points **Grade:** N3

Responsible to: Service Manager or Site Manager or Caretaker

Responsible for: Cleaning staff as allocated

Job Purpose: Maintain the cleanliness of the various premises and their surrounding grounds, to ensure the delivery of the service is in accordance with customer service standards, policies and procedures, including the City Council Customer Service Charter.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1 Ensuring that the premises and furnishings are cleaned in accordance with agreed procedures, standards, methods and health and safety instructions, by undertaking cleaning and by supervising the cleaning staff.

2 To be responsible for the day to day supervision of cleaners, maintaining good working relationships and team working, cleaning quality standards in accordance with agreed procedures.

3 Dealing with general enquiries from staff, students and pupils, parents, officers and employees of the Authority, and members of the public.

4 Drawing the attention of the appropriate authorities via the authorised officer or caretaker to any repairs or maintenance work that may be required.

5 To take delivery and arrange for storage of materials, stores and other goods. To maintain adequate supply of cleaning materials. To ensure that all related equipment and tools are in a safe working condition.

6 To complete all related paperwork, including cleaning staff timesheets and requisitions for stores and materials.

7 To carry out the reasonable instructions of customers and to maintain contact with the contract supervisor as necessary.

8 To promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery.

9 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.