

Job Description

Post Title:	Cleaner	
Evaluation:	269 points	Grade: N1
Responsible to:	On site supervisor or Operations Manager as appropriate	
Responsible for:	N/A	
Job Purpose:	To ensure the delivery of services in accordance with customer service standards, policies and procedures, including the City Council Customer Service Charter. The cleaning of designated areas within a variety of premises, in accordance with the cleaning schedule, to ensure that they are kept clean and hygienic.	
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. To undertake the cleaning of designated areas, in accordance with agreed specifications and including fixtures and fittings, including:-
 - Emptying waste bins and removing waste to the designated area
 - Washing with mops and cloths
 - Sweeping with brushes and sweeping mops
 - Vacuum cleaning
 - Floor polishing/buffing/spray cleaning using mechanical aids as appropriate
 - Floor stripping using mechanical aids as appropriate
 - Dusting
2. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
3. To promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery.

JOB PROFILE – Cleaner A2572

FACTOR	LEVEL	DESCRIPTION
Knowledge	1	The jobholder undertakes a limited number of similar cleaning tasks, and requires knowledge of the practices and procedures associated with the cleaning of a building. The job requires basic reading and writing skills. Specific knowledge will be gained by on the job and in house training to the equivalent of BICS stage 1 standard
Mental Skills	1	The Jobholder virtually always applies existing rules, procedures or instructions when resolving problems or situations. The nature or scope of each problem is normally clear.
Interpersonal Skills	1	The Jobholder has to communicate with people and normal levels of courtesy are sufficient in handling these contacts.
Physical Skills	3	The jobholder requires manual dexterity with considerable demand for precision in the use of some tools and equipment, e.g. Buffing machines in order to prevent damage to buildings and their furniture
Initiative and Independence	2	There are recognised laid down procedures covering all the main activities, tasks and duties and jobholder normally works from instructions. These instructions define all the tasks in detail. Unusual situations are referred to a supervisor, although jobholder can decide the order in which the tasks will be carried out.
Physical Demands	3	The Jobholder is required to stand/walk for over 80% of the working day /shift in order to complete the cleaning tasks. They push/pulls equipment for over 25% of the time.
Mental Demands	2	Concentrated sensory attention is required for up to 15 minutes at a time many times a day. There are workload-related deadlines, in that the cleaning programme has to be completed before the end of the shift.
Emotional Demands	1	There are no emotional demands.
Responsibility for People	2	The jobholder provides a service which has a direct impact on the wellbeing of people by assisting with the housekeeping of the Building
Responsibility for Supervision	1	The jobholder may occasionally be required to demonstrate duties to others.
Responsibility for Financial Resources	1	The Jobholder has no direct responsibility for financial resources.