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| **Job Description** |
| **Post title** | Specialist Cleaning Assistant |
| **JE Reference No** | N8420 |
| **Grade** | 4 |
| **Service** | Regeneration and Local Services |
| **Service Area** | Corporate Property and Land - Building & Facilities Management |
| **Reporting to** | The post holder will be accountable to the Area Cleaning Supervisor |
| **Location** | Your normal place of work will be Meadowfield Depot, but you will be required to work at any Durham County Council and non-Durham County Council establishments within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

A works vehicle is to be provided.

To deliver cleaning services to a wide range of both Durham County Council and non-Durham County Council buildings to fulfil and respond to on a daily basis specialist and relief cleaning requirements. Flexible working is a pre-requisite and weekend work may also be required. The postholder may also be required to respond to pre planned out of hours cleaning requirements.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

1. Carry out cleaning duties both safely and hygienically for the benefit of service users
2. To be responsible for keys to properties, the security of the building whilst at work there, the setting of alarms on departure etc
3. Transportation of plant and equipment including loading and unloading the vehicle and into the place of work
4. To use a PDA/computer to log work, record work etc to include data entry / accessing the computer ordering system, requisitioning etc
5. Receipt and store of cleaning materials, stocktaking and completion of daily monitoring sheets
6. Cleaning (deep cleaning) of kitchen areas and kitchen equipment and other specialist cleaning requirements involving removal of body fluids, needles etc.
7. Coordinate the work of specialist cleaning teams
8. Assist in the delivery of local training initiatives
9. Assistance with the thorough checking of cleaning equipment and reporting of faults to the appropriate line manager.
10. Ensure compliance with Health and Safety legislation and Durham County Council policies in all aspects but especially when using materials, tools and equipment.
11. Undertake and maintain records relating to plant and equipment, vehicle etc.
12. Attend training sessions as and when required.
13. To deliver a wide range of cleaning services to various properties throughout County Durham
14. Be able to work flexibly with regards to working hours and patterns of work to meet the demands of the service.
15. Assistance with cleaning void properties prior to re-letting.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification: Specialist Cleaning Assistant |
|  | Essential | Desirable |
| Qualifications | * A good basic general education to GCSE level or equivalent including English
* British Institute of Cleaning Science Level 2 or NVQ Level 2 in cleaning or other relevant area
 | * Evidence of continual professional development
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| Experience | * Relevant experience in cleaning
* Experience of using IT packages such as Word, Excel and databases etc.
 | * Experience of stocktaking
* Experience of working in a customer focussed environment
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| Skills & Knowledge | * Knowledge of cleaning equipment usage
* Knowledge of relevant Health & Safety requirements
* Good communication skills
* Demonstration of customer care skills
 | * Knowledge of COSHH
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| Personal Qualities | * Ability to prioritise workload
* Flexible approach to work and able to work some unsociable hours
* Ability to work as part of a team and/or on own initiative
* Able to travel to Council and non-council establishments located throughout County

Durham * Be willing to undertake training as and when required
* Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment.
 | * Have a positive, flexible ‘can do’ attitude
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