

# Lancashire County Council

## Role Profile

### Grade Profile - FLW – Support Roles

Applies to **all** posts at FLW

<b>Purpose</b> To carry out a limited number of tasks in support of, or the delivery of, the service.
<b>Scope of Work</b> Role holders will undertake a limited number of routine procedures and use associated basic tools and equipment. Minimal personal initiative is required.
<b>Accountabilities/Responsibilities</b> The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. <ul style="list-style-type: none"><li>▪ Observes personal duty of care in relation to service users, equipment or other resources used in the course of work.</li><li>▪ Duties are clearly defined and leave little room for discretion.</li><li>▪ Role holders are either directly supervised or controlled by the prescriptive nature of the work.</li></ul>
<b>Skills, knowledge and experience</b> <ul style="list-style-type: none"><li>▪ Little, or no, prior experience is required. Role holders will need to gain an understanding of a limited number of routine procedures that could be gained through a short induction period or on the job training or instruction.</li><li>▪ Ability to work as a member of a team.</li></ul>
<b>Performance Indicators</b> <ul style="list-style-type: none"><li>▪ Carry out all tasks as instructed to required standards.</li></ul>

# Lancashire County Council

## Operational Context Form

<b>Post title:</b> CLEANING OPERATIVE					
<b>Directorate:</b> Corporate: Facilities Management			<b>Location:</b>		All locations
<b>Establishment or team:</b>		Cleaning Services		<b>Post number:</b>	All post numbers
<b>Grade:</b>	FLW	<b>Staff responsibility:</b>	No	<b>Essential Car user:</b>	No
<p><b>Scope of Work:</b>            To create and maintain a quality standard to the agreed specification within set time limits.</p>					
<p><b>Accountabilities/Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. To liaise daily with your supervisor reporting to them any information or occurrences relevant to the provision of the service.</li> <li>2. Report to your supervisor immediately if, for any reason, you cannot complete your allocated task.</li> <li>3. Carry out all cleaning tasks as instructed to an acceptable standard and in accordance with ISO 9001 Work Instructions.</li> <li>4. Carry out cleaning in any area within your permanent establishment at the discretion of your immediate Supervisor.</li> <li>5. Wear the protective clothing provided.</li> <li>6. To work within the Organisation's Quality Policy.</li> <li>7. Adhere to all Health and Safety instructions.</li> <li>8. To maintain all equipment used in a clean, tidy and safe condition.</li> <li>9. Be prepared to undertake any training deemed relevant to the position.</li> <li>10. In addition to the duties outlined above, all employees are required to take care of their own and other people's health and safety. Employees are to co-operate with the LCC Health &amp; Safety Policy, which is available from Head Office on request.</li> <li>11. In addition, other duties at the same responsibility level may be interchanged with/added to the list at any time.</li> </ol>					
<b>Prepared by:</b> Matt Dean			<b>Date:</b> 14.01.2020		

**The above form** sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

#### **Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

#### **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

#### **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

#### **Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

#### **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

# Lancashire County Council

Person specification		
<b>Post title:</b> CLEANING OPERATIVE	<b>Grade:</b> FLW	
<b>Directorate:</b> Lancashire County Council	<b>Post number:</b>	
<b>Establishment or team:</b> Cleaning Division		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• NVQ level 1 in cleaning and support services</li> <li>• (Building Interiors) (or equivalent)</li> <li>• BISCc Licence to Practice</li> </ul>	D	
<b>Experience</b>		
<b>Experience of working within cleaning industry</b>	D	
<b>Knowledge and skills</b>		
<b>Knowledge/skills/abilities</b>		
<b>Able to work under pressure</b>	E	
<b>Able to meet deadlines</b>	E	
<b>Able to work as part of a team, and/or using own initiative</b>	E	
<b>Good customer care skills</b>	E	
<b>Other (including special requirements)</b> <ol style="list-style-type: none"> <li>1. Commitment to equality and diversity</li> <li>2. Commitment to health and safety</li> <li>3. Commitment to attendance at work</li> <li>4. Display the LCC values and behaviours at all times and actively promote them in others</li> </ol>	E E E E	     
<b>Date:</b> 14.01.2020		
<b>Note:</b> We will always consider your references before confirming a job offer in writing.		

## LANCASHIRE COUNTY COUNCIL

### PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

#### **CONFIDENTIAL**

Team/Establishment	Building Cleaning
Post title	Cleaning Operative
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: (print name) Matt Dean	

#### **A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights ( <i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits ( <i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions ( <i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome ( <i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances ( <i>e.g. chemicals with a red diamond warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i> ).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products ( <i>e.g. some paints</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions ( <i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**This section is for the information of applicants and does not facilitate a referral to Occupational Health.**

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Working in isolation/lone working.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

<b>Head of Service/Headteacher/Line Manager (please print)</b>		Matt Dean	
<b>Telephone Number:</b>	07989 852373	<b>Date:</b>	14.01.2020

V1.3

14.01.2020