|  |  |
| --- | --- |
| **Directorate:** | Resources |
| **Service:** | Facilities Management | **Team:** | Cleaning Services |
| **Location:** | Various | **Grade:** | Foundation Living Wage (FLW |
| **Reports to:** | Supervisor | **Staff responsibility:** | No |

**Job Description**

|  |
| --- |
| **Job Purpose** |
| Undertake cleaning tasks and create and maintain a quality standard of cleaning to the agreed specification within set time limits. |
| **Accountabilities/Responsibilities** |
| 1. Carry out all cleaning tasks, as instructed, to an acceptable standard and in accordance with ISO9001 work instructions.
2. Liaise daily with your supervisor reporting to them any information or occurrences relevant to the provision of the service.
3. Report to your supervisor immediately if, for any reason, you cannot complete your allocated task.
4. Carry out cleaning in any area within your permanent establishment at the discretion of your supervisor.
5. Wear the protective clothing provided.
6. Work within the service Quality Policy.
7. Adhere to all health and safety instructions.
8. Inform your supervisor of any defects in equipment and/or of premises not meeting health and safety standards.
9. Maintain all equipment used in a clean, tidy and safe condition
10. Undertake any training deemed relevant to the position.
11. All employees are required to take care of their own and others health and safety and expected to observe the code set out in Section 15 paragraphs 1-10 of the service General Statement of Safety Policy, which is available from head office on request.

*The above 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.* |
| **Other** |
| * **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 help us to apply our general statement of health and safety policy. * **Customer Focused**

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.* **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.* **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 numeracy if they do not have one already. |

**Person Specification**

|  |
| --- |
| **Qualifications** |
| * NVQ level 1 in Cleaning and Support Services (Building Interiors) (or equivalent) (Desirable)
 |
| * British Institute of Cleaning Science (BICSc) Licence to Practice (Desirable)
 |
| **Experience**  |
| * Working within the cleaning industry (Desirable)
 |
| **Knowledge, skills & abilities** |
| * Ability to work under pressure and use own initiative (Essential)
 |
| * Ability to meet deadlines (Essential)
 |
| * Ability to work as part of a team (Essential)
* Good customer care skills (Essential)
 |
| **Other essential requirements** |
| * Commitment to attendance at work
 |
| * Attend training course as and when required
 |
| * Commitment to equality and diversity
 |
| * Commitment to health and safety
 |
| * Display the LCC values and behaviours at all times and actively promote them in others
 |