

# FACILITIES CLEANER

## Role Profile



<b>Title</b>	Facilities Cleaner	
<b>Grade</b>	GRADE A	
<b>Reference:</b>	N690	
<b>Reports to:</b>	Facilities Supervisor	
<b>Work style Definition</b>	Mobile worker	
<b>Job Type:</b>	Frontline Worker	
<b>Primary purpose of role</b>	Required to provide a clean and safe environment, identify maintenance issues and open and close buildings where necessary. Working to a scheduled task list delivering cleaning provision to defined service standard, providing support across multiple sites in accordance with the resource plan and staff rota. It is expected that the post holder will be willing to show flexibility to cover alternative sites if it should be required.	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>Buildings cleaned, secured and safe for occupants (90%)</li> <li>Identification and escalation of building defects through appropriate and defined channels (10%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>Buildings cleaned in line with the Facilities Team service standards</li> <li>Buildings maintained to appropriate standards</li> <li>User satisfaction</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>Cleaning across multiple premises to defined British Institute of Cleaning Science (BICs) standards (80%)</li> <li>Opening and closing buildings as required by setting and switching off alarms (10%)</li> <li>Reporting and escalating building defects appropriately to enable resolution (5%)</li> <li>Respond to call outs when incidents occur (5%)</li> <li>Carry out other duties appropriate to the grade of the post</li> </ul>	
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Basic knowledge of cleaning techniques, COSHH in relation to use of machinery &amp; equipment, working environment and chemicals</li> <li>Knowledge of working to defined outputs, targets and schedules</li> </ul>	
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Relevant Health &amp; Safety or Facilities Management related qualification</li> <li>Understanding of working in a cleaning environment</li> </ul>	

<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working flexibly outside of normal working hours</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in a cleaning role</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Good communication skills</li> <li>▪ Ability to work across sites or buildings</li> <li>▪ Ability to demonstrate an understanding of customer service standards</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	