

JOB TITLE:	Cleaner – Leisure services		
GRADE: JOB CODE:	G2 C0230C JE Check 02/03/2021	SERVICE AREA:	Integrated facilities management
REPORTS TO:	Regional co-ordinator/Employee and Customer liaison officer	LOCATION:	Active Living Centre's in Walsall
SPECIAL CONDITIONS:	<p>Ability to undertake the physically demanding duties of general cleaning.</p> <p>Prepared to work mornings and evenings as required and at all other times in case of emergency</p> <p>Required to use supplied chemicals in a safe manner using appropriate PPE provided.</p> <p>This position also requires adherence to a number of departmental Local arrangements with relation to annual leave, unpaid leave and premise closure.</p> <p>Completion of a DBS (Disclosure and Barring Service) check to ensure the safeguarding and promotion of welfare of children, young people and adults.</p> <p>Ability to use online systems and Microsoft Office programmes e.g for the purpose of submitting time sheets.</p>		

1. Main purpose of the job role:

To ensure the standards of cleanliness and presentation are maintained to the IFM specification of cleaning standards in a busy leisure / customer environment.
To follow all operating procedures to ensure the health and safety of customers is maintained at all times.

2. Role specific duties and accountabilities:

- A physically demanding role comprising of the cleaning of premises (including toilets, changing rooms, offices, etc.), furnishings and equipment. Duties will include vacuuming, sweeping, washing, polishing, dusting, emptying of litter bins, and deep cleaning, to ensure that recognised standards are maintained.
- Operation of powered equipment (e.g. floor buffing/scrubbing machines) as/when required.
- Cleaning provision of all accessible floors, internal windows, walls, partitions, ceilings, fixtures and fittings as directed.
- The collection of rubbish and debris from the buildings. Replenishment of materials in the toilet and amenity blocks required to maintain the necessary standard of hygiene.
- Responsible and economical use of approved cleaning items and materials.

- Safe and correct storage, maintenance and use of cleaning materials, chemicals and equipment. (e.g. washing pads, dusters, mops and floor cloths issued.)
- Reporting of any items of concern to the Employee and Customer liaison officer / Area co-ordinator i.e. health and safety issues.
- Completion of time sheets, attendance registers and other associated records as required.
- To attend training courses as considered necessary by the management team.
- To understand and comply with the general requirements of the Health and Safety at Work Act 1974.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a ‘can do’ attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to conduct cleaning duties	A/I	3
Ability to understand standards of presentation	A/I	3
Be of smart and clean appearance, practicing good personal hygiene	A/I	3
Trained or willingness to be trained, in the use of chemicals, upright and tub vacuum cleaners, polishing and vac assisted polishing machines and all associated equipment.	A/I	3
Experience or ability to work without day to day supervision.	A/I	3
Ability to work effectively as part of a team.	A/I	3
Prepared to work morning, afternoon or early evening as necessary.	A/I	2

Awareness of the safe use and storage of cleaning equipment in the workplace.	I	3
Ability to ensure a safe working environment in line with the H&S at work act 1974.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of cleaning a variety of premises.	A/I	3
Experience in a front-line customer service capacity	I	2
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by:	J Burns	Date: 26/5/22