



Cumberland Council

Post Specification

Date	January 2024
PG Number	8477
Post Title	Mobile Cleaner
Job Family	Operations
Job Family Role Profile	OP3
Final Grade	Grade 5 (including JWC')

To be read in conjunction with the job family role profile

Service Area description

This is a key post within the Property Team. The Property Team is responsible for the delivery of the cleaning services within a number of Cumberland Council properties. The cleaning pservice provided supports a diverse range of property requirements to ensure statutory compliance and management of the council's portfolio to enable council functions to be delivered efficiently and effectively including children's services, adult services, highways and corporate functions. The Property team supports the Capital Programme team and is part of the Resources Directorate.

Purpose of this post

To provide cleaning service to a range of properties within Cumberland Council.
To ensure that all designated areas are cleaned to a high standard and left in a safe manner
To provide good customer care.

Key job specific accountabilities

1. Clean designated areas to required specification and standard.
2. Attending Health and Safety training as and when required.
3. To ensure all cleaning equipment is clean and in good working order and to report any maintenance issues and faulty equipment to your Line Manager.
4. To ensure all cleaning materials are used and stored in accordance with the Control of Substances Hazardous to Health regulations (COSHH).
5. Reporting all defects in equipment, any repairs, vandalism etc. to your supervisor.
6. Using all chemicals and equipment in accordance with instructions/dilutions given.
7. Replacing consumables as and when required and remove all rubbish to designated areas.
8. Remove any graffiti where possible in accordance with specification taking into account relevant Health and Safety.
9. Completing weekly time sheets in a timely manner to be checked by your supervisor.
10. Ensure that any keys used are returned to point of collection before leaving.
11. Promote Best Value, excellence in customer service, a focus on continuous improvement and the promotion of these in the delivery of services and employment within the context of equality of opportunity and cultural diversity.
12. Implement and monitor a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
13. To manage, motivate and consult staff; to agree and monitor performance standards that reflect the objectives of the service and the authority; to ensure staff are progressively developed so as to be skilled and empowered to achieve these standards.
14. Establish and maintain effective two-way communication with staff, colleagues, Members and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.
15. To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.

16. If required, assist as directed, in responding to the City Council's Emergency Plan. Please note this could require working outside of routine working hours and could entail working from places other than your normal place of work. We will take account of your personal circumstances at the time.
17. Undertake such other duties that are required from time to time and are commensurate with this position.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• n/a
Staff Management Responsibilities	• n/a
Other	• Take an active part in supervision and appraisal reviews to maximise opportunities for continuous personal development. • Take an active part in staff meetings to share good practice.

Essential Criteria - Qualifications, knowledge, experience and expertise

Education & Qualifications:

- Willingness and ability to follow instructions and attend College or on the job training as required
- Must be able to complete basic paperwork associated with the post.

Experience, Knowledge and Understanding:

- Previous cleaning experience
- Able to work on own initiative
- Experience in maintenance procedures
- Flexible approach

Skills:

- Ability to clean to a high standard
- Good practical skills
- Good numeracy skills
- Good literacy skills
- Adaptable/Resilient
- Willing to learn

Personal qualities & commitment:

- Commitment to highest levels of service delivery
- Ability to be tactful
- Flexibility
- Will to succeed
- Problem solving
- Good Communicator

Other Factors:

- The ability to work on your own or with others
- Driving licence
- A requirement to work additional hours if so required to cover weekend working and out of hours emergencies

Disclosure and Barring Service – DBS Checks

• This post requires a DBS check. • The level of check required is: ○ DBS Basic	
Job working circumstances	
Emotional Demands	• Minimal exposure, although there is some interaction with public.
Physical Demands	• Considerable effort required for the majority of the time.
Working Conditions	• Mainly working outdoors in public areas. • Considerable disagreeable, unpleasant hazards and considerable adverse exposure. • Exposure to vulnerable people. • Lone Working
Other Factors	
• You will be required to work some bank holidays and carry out some weekend working • Attend training and development events as directed by your line manager	