



## ROLE PROFILE

**Role Title:** Corporate and Sheltered Cleaner  
**Service:** Housing and Regulatory, Property Services  
**Directorate:** Place and Community  
**Accountable to:** Cleaner Supervisor  
**Grade:** Scale 1  
**Car Category:** None

---

### Purpose of role

- To ensure a high standard of cleanliness in the relevant buildings.

### Key Objectives

1	Undertake cleaning duties effectively and efficiently
2	Ensure the safety and security of yourself and others at all times
3	Ensure the safe storage and handling of all equipment and materials
4	Ensure that all defined standards and levels of performance are consistently met
5	Use appropriate equipment and materials in order to complete duties effectively
6	Report any problems, suggestions or areas for improvement to the appropriate officer
7	Work within the framework of this job description at other venues within the Council as required
8	Undertake any other related duties which may be allocated by the manager or his/her designated officer from time to time



## **Scope**

The post holder will perform a supporting role in delivering a high standard of cleanliness in corporate and sheltered accommodation buildings, working with the Cleaner Supervisor.

## **Work Profile**

### **1. Strategy**

The post holder will contribute to the delivery of the Property Services service plan.

### **2. Performance**

The post holder will ensure that relevant performance targets are met in respect of undertaking their role.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

They are accountable to the Cleaner Supervisor for the delivery of their own personal objectives.

### **3. Service Quality**

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

### **4. Resource Management**

The post holder does not have any line management responsibility.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

### **5. Supervision and Management**

The post holder has no direct line management responsibility.





## **6. Culture**

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

## **7. Communications**

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

## **8. Main Contacts Associated with Principal Duties**

The post holder will be in regular contact with the Cleaner Supervisor and other Council officers, members of their team and the general public.

## **9. Commitment**

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

## **10. Risk Management**

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

## **11. Working conditions**

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.





## **12. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

## **13. Customer Focus**

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.

## **14. Core Tasks**

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

## **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

## **16. Legislation**

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

## **17. Training & Development**

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

## **18. I.T.**





The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

### **19. Creativity**

The post holder is expected to generate ideas and concepts to enhance the customer experience and help to deliver outcomes.

### **20. Decisions and Consequences**

The post holder will generate ideas and suggestions for consideration by the cleaner supervisor.

### **21. Work Context**

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

### **22. Physical Demands**

It is not anticipated that there would be any physical demands of the job over and above those expected for building and office cleaning duties.



## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment  Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  Technical knowledge and qualifications	Previous experience of handling cleaning materials/chemicals	X		A, I
	Experience of Building Cleaning	X		A, I
	Understanding of the importance of Health and Safety, including COSHH regulations		X	A, I
<b>Planning and organising work</b>	Ability to work to tight deadlines	X		A, I, T
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I, T
<b>Planning capacity and resources</b>	Flexible approach to working hours	X		I
<b>Influencing and interpersonal skills</b>	Ability to keep calm and courteous under pressure	X		A, I, T
	Ability to deal with members of the public / sheltered accommodation tenants	X		A, I
	Honest and trustworthy	X		A, I, T, R
<b>PROBLEM-SOLVING</b>  Using initiative to overcome problems	Ability to identify a range of appropriate solutions to issues and problems.	X		A, I





<b>Managing risk</b>	Ability to consider and assess risks associated with improving services and raising customer standards	X		<b>A, I</b>
<b>Managing change</b>	Ability and willingness to continuously improve through implementation of changes on a regular basis.	X		<b>A, I</b>
<b>ACCOUNTABILITY and RESPONSIBILITY</b>  <b>Undertakes tasks without supervision</b>	Ability to work unsupervised and on own initiative	X		<b>A, I, T</b>
<b>Other</b>	Commitment to Equality	X		<b>A, I</b>
	Commitment to Health & Safety	X		<b>A, I</b>
	Satisfactory Baseline Personnel Security Standard Check	X		<b>Document Checks (includes Basic DBS)</b>
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		<b>A,I</b>

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**

**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- **Service delivery and change management;**
- **Financial and resource management;**





- **Leading, motivating and developing.**

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date