

Job Profile

Facilities Officer (Cleaner)

Grade: A

Date: 13th March 2017



Gloucester
City Council

About the Job

- To contribute to the day to day running of Council premises, including Herbert, Kimberley & Phillpotts Warehouse, areas of North Warehouse the Council still retains responsibility for and our outstation venues which include the Guildhall, Museum of Gloucester and the Crematorium. Working as part of a team, you will ensure that the Council's buildings are clean & tidy, well maintained and well serviced.
- This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development.

This is what we need you to do..

- Be responsible for ensuring cleanliness across the Council's buildings and maintaining high and consistent standards.
- Take initiative to perform cleaning and tidying tasks that are not specifically contained with the rota but require attention as part of maintaining overall high standards.
- Report cleaning supplies requirements and stock levels to the appropriate Team Leader.
- Ensure health and safety, quality and general procedure compliance.
- To collect & bag up all refuse and deliver to a designated collection point.
- Report any faults in machinery or building fabrics to the appropriate Team Leader.
- Work as part of a team and with all services to ensure that the cleaner meets the needs of the business.
- Contribute to the delivery of service plans in order to meet the councils corporate plan priorities in accordance with the requirements of the corporate policy and governance services manager.
- Maintain and develop constructive relationships as part of a collaborative working environment
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying and recommending more cost-effective options.
- Take on any additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time.

Special conditions

- To undertake such other duties, training and/ or hours of work as may be reasonably required, and which are consistent with the general level of the post.
- Please note that some of our council run venues, operate within a 24/7 industry and you may be required to work outside of standard core hours.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of undertaking a range of cleaning duties across a number of sites.
- Experience of working successfully as part of a team.

Knowledge, Skills and Understanding

- Knowledge of health and safety regulations in relation to the operation of cleaning equipment.
- Willingness to clean any area of the council as requested.
- Take personal responsibility for the standard of work carried out.
- Ability to lift heavy loads.
- Ability to work effectively and supportively.
- Ability to provide a regular & effective service.
- Ability to travel across the councils buildings within a limited timescale.
- Ability to work in an organised and methodical manner.
- Ability to act on own initiative, dealing with any unexpected problems that arise.

Behavioural Attributes

- **Deliver Value in a green and sustainable way:** Taking ownership of your work you will work flexibly and provide great services to meet personal, organisational and customer expectations whilst contributing to Net Zero emissions targets.
- **Forward thinking with innovation:** Being creative and using your initiative you actively seek to improve and future proof services and processes.
- **Work together to make residents lives better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the city:** being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working together to make it happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Councils employee behaviours framework.

Education & Qualifications

Essential

- A reasonable level of good education
- Health & safety qualification