

Job Title	Cleaner
Job Family	Facilities - Delivery
Service Area	Support Services
Band	1
Job Reference	

Reporting to:	Responsible for :
Cleaning Supervisor	n/a

Team Purpose

To provide a commercially focussed property service, maximising the return on investment, supporting the delivery of the Council's economic, housing and regeneration ambitions and ensuring all property is well managed and maintained.

Role Purpose

To work as part of the Cleaning Team, delivering cleaning services across the Council's buildings. Ensuring that clean environments are maintained for staff and visitors. Adhering to cleaning specifications for each site, while paying special regard to the handling of equipment and chemicals. As a member of the Cleaning Team specific training will be received in various elements of Health and Safety including; manual handling, control of substances hazardous to health (COSHH), working with a variety of electrical equipment and fire safety.

Key Accountabilities

The following are the key tasks for cleaning meeting rooms, offices, kitchenette, toilets and public areas.

- Remove refuse and recyclable waste to collection point
- Vacuuming and wet mopping
- Polishing and dusting desks, low and high level areas
- Steam mopping and carpet washing
- Glass and surface cleaning
- Upholstery cleaning
- Damp washing various surfaces
- Cleaning and sanitisation of all kitchen and toilet and wash areas including hand basins, toilets, showers, tiles/splashbacks, bins, etc

Flexibility in working across multiple sites and ability to undertake additional duties and extra work as required by the supervisor.

Report any problems with the building or equipment directly to the Cleaning Supervisor or Facilities Management Site Officers

For cleaning staff employed within the Eastleigh Town area they will be expected to cover at all Eastleigh Borough Council buildings which are within walking distance from Eastleigh House

Key Objectives

Working with customers	Interacting and responding to internal and external customers effectively. Able to identify and develop opportunities for improving the customer journey. Provide a good standard of customer care to Council staff, tenants, visitors and members of the public.
Knowledge of services	Carry out duties in a safe and appropriate manner ensuring the health and safety of yourself and users of the building(s). Understanding of Property Services/facilities and services associated with the Corporate Plan.
Using systems effectively	Skills in cleaning processes.

Specific Tasks

Case Management skills	Understand and support the case management approach across the council. Ability to quickly assess customer needs deliver a good service.
Team work and working with others	Work collaboratively across the Council to provide a seamless service to customers.
Performance	Ensuring that the Council's policies are adhered to across as required. Working as a team to ensure service delivery targets are met within budget.

Qualifications

Educated to GCSE or equivalent experience

Knowledge, Skills and Experience

Good communication skills
 Ability to work well within a team
 Flexible and adaptable
 Understanding of good customer service
 Good level of initiative and able to work independently

Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.