



## Job Description

Service:	Leisure and Health
Job title:	Cleaner
Grade:	Grade A
Hours of work:	
Responsible to:	Duty Manager
Responsible for	
Direct reports:	Nil
Indirect reports:	Nil
Budget:	Nil

### **Purpose of Post:**

To be responsible for carrying out and completing daily cleaning tasks and procedures to prescribed standards and maintain clean and hygienic conditions throughout One Leisure facilities in accordance with site-specific cleaning schedules and to provide a professional and customer friendly service to staff and customers of the facility.

### Key Deliverables:

#### To manage:

- The daily cleaning schedule and ensure completion within the time allocated with due consideration to facility use.
- Effective working relationships with staff and customers.
- The use of heavy equipment and machinery.


#### To advise:

- On shift Duty Manager of any normal operating procedure (NOP) issues arising on a day-to-day basis.
- The delegated line manager of ongoing operational concerns including (but not exhaustive) Health and Safety, equipment maintenance, stock and supplies and personal wellbeing.
- To support the service through constructive challenges in producing cleaning schedules.
- On shift Duty Manager of any damage or vandalism found within the Centre building(s).

#### To produce:

- Support One Leisure Duty Managers in offering One Leisure facilities with the highest possible standards of health, hygiene and cleaning.
- Customer and staff feedback to on shift Duty Manager.
- Cleaning supplies stock checks.
- Support Huntingdonshire District Council and One Leisure policy and procedure.
- Adherence to all Health and Safety training and operate all equipment in a safe manner.
- Assist in maintaining the safety and welfare of all customers and staff throughout the Centre.
- Awareness of all emergency procedures and assist in controlling emergency situations.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<p>Knowledge of cleaning materials and familiarity with COSHH Data sheets. OR No previous knowledge is required. No formal qualification required.</p>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p>	<p>Proven work experience as a cleaner including:</p> <ul style="list-style-type: none"> <li>• Stock checking of cleaning supplies.</li> <li>• Perform and document routine inspection and maintenance activities.</li> <li>• Carry out heavy cleansing tasks and periodic deep cleaning.</li> <li>• Notify management of occurring deficiencies or needs for repairs.</li> </ul> <p>Make adjustments and minor repairs.</p>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p>	<ul style="list-style-type: none"> <li>• The ability to work unsupervised and use own initiative.</li> <li>• Literacy and Numeracy skills.</li> <li>• Good interpersonal skills.</li> <li>• Good customer service skills.</li> </ul> <p>Good communication skills.</p>
<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Postholder will be required to:</p> <ul style="list-style-type: none"> <li>• Prioritise cleaning workload subject to public use of facilities.</li> </ul> <p>Understand the impact of their performance on Centre performance and the customer experience.</p>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<p>Internal 80%: Facility Staff via face-to-face.</p> <ul style="list-style-type: none"> <li>• Dealing with day-to-day operational issues.</li> <li>• Communicating completion of daily and weekly tasks to management team.</li> </ul> <p>External 20%: Customers, the public and schools via face-to-face.</p>

	<ul style="list-style-type: none"> <li>• Communication will involve giving assistance and direction to customers within the facility.</li> </ul> <p>There is high visibility with members of the public.</p>
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<ul style="list-style-type: none"> <li>• Willing to work unsocial hours.</li> <li>• Be a good team worker demonstrating loyalty and commitment to the organisation and team members.</li> <li>• Ability to build relationships with staff.</li> <li>• Knowledge of when to seek advice from relevant sources.</li> </ul>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

**Safeguarding and promoting the welfare of children and young people/vulnerable adults**



Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Can demonstrate an ability to contribute towards a safe environment
- Demonstrates understanding of safeguarding issues