

Job Description and Person Specification

Role: Special Cleaning Team Operative



Job Description

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| Job Title | Special Cleaning Team Operative |
| Grade | 3 |
| Service | Building Cleaning |
| Reports to | Operations Supervisor |
| Location | Friargate floor 7 |
| Job Evaluation Code | |



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To undertake both regular planned and one-off cleaning and deep cleaning jobs in a professional manner within designated timescales, providing support to the BC team and ensuring customer satisfaction.

Main Duties & Key Accountabilities

Core Knowledge

- Ensure that all work is carried out as per instruction and within the agreed time scales and aiming to **exceed** customer satisfaction, always paying attention to best health and safety practices, asking for guidance when required. Always maintaining a professional approach with customers and colleagues alike setting examples to lower grade colleagues.
- Monitor work sheets and working times regularly and ensure compliance with work programmes and priorities, as directed. Ensure effective utilisation of time, machinery and other resources, and compliance with work specifications. Report any potential problem to the office asap.
- Safe use of machinery and chemicals (using of safe systems of work/risk assessments) for both yourself and gr 1 staff working under your supervision.
- Ensure that all equipment and machinery is maintained in a clean, safe and serviceable working condition and that safe working methods are always adopted. Ensuring the pickup and return hire equipment within the agreed time scales.
- Ensure that an adequate supply of stock and materials are available to carry out your role by liaising with supervisors.
- If using a Council vehicle, the appropriate checks and paperwork must be filled out daily and any problems reported immediately. The vehicle must always be kept clean and tidy.
- Visit customers/Jobs if required by management for job estimating purposes.
- Cover cleaning patches across the city as and when required ensuring standards are of an excellent quality.
- Deliver stock to sites across the city if required and as requested by supervisors.
- Lock and unlock internal and external doors as required ensuring that, where necessary, premises are left secure and keys are stored or kept as advised by the Supervisory team.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

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| External Private customers and clients. | Internal All levels of Building Control and FM team |
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

GR 1 cleaners on occasions.

Person specification

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| Job Evaluation Code | |
| Knowledge | |
| Sound knowledge of all cleaning practices and equipment. | |
| Good health and safety knowledge in a building cleaning and workplace environments. | |
| A good geographical knowledge of the city. | |
| Knowledge of equal opportunities. | |
| Stock and materials needed for each job and COSHH regulations. | |
| Skills and Abilities | |
| Able to clean and work in a team or individually cleaning to the required standard. | |
| Able to work unsupervised and also be able to supervise gr 1 staff whilst working to varying deadlines. | |
| Able to safely use, lift and move heavy equipment. | |
| Able to bend and stretch on a regular basis. | |
| Able to communicate face to face with customers and colleagues in a polite and courteous manner. | |
| Able to maintain accurate records and complete the paperwork necessary for each job. | |
| Able to deal with animal/human excrement and other bodily fluids. | |
| Able to adhere to the City Councils Equal Opportunities Policy. | |
| Able to drive and hold a clean driving licence. | |
| Able to travel from site to site as and when required. | |
| Experience | |
| Extensive Cleaning experience and the use of relevant equipment is essential. | |
| Qualifications. | |
| NVQ level 2 in cleaning or certificate in BICS | |

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| Special Requirements |
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| Date Created | November 2023 | Date Reviewed | November 2023 |
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