

Job Description

Cleaner

Salary:	Grade 1/2
Contract:	Part time, 20 hours, 06:00-10:00, ongoing, 5/7 days per week
Location:	Canterbury Campus
Responsible to:	Cleaning Supervisor
Job family:	Operational

Job purpose

To provide and maintain a quality cleaning service to students, staff and visitors of the University. Following the department's service levels, ensuring best practice is always used.

Clean student bedrooms, offices and teaching areas ensuring high standards of hygiene, health and safety and security. To ensure legal requirements and University policies are adhered to.

Commitment to the University's and department's core values and behaviours: supporting a one team approach whilst delivering excellent customer service.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Carry out general cleaning duties using a variety of domestic and commercial machinery as appropriate to the task.
- Preserve the cleanliness and security of your working environment and its facilities ensuring an adequate supply of resources for daily use.
- Maintain a proactive awareness of safe working practices in line with COSHH and the departmental risk assessments.
- To work effectively with colleagues across campus to ensure the best use of skills and experience to achieve the departments objectives.
- Ensure defects, damage and shortfalls in service standards are effectively reported in line with the local procedures.
- Ensure the department policy for the safe use of keys and access fobs is adhered to.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Provide a friendly, approachable, and helpful manner for all service users, acting as a positive ambassador on behalf of the University.
- Required to read, absorb and understand all written materials concerning the department e.g. policies, procedures, work allocation and training.
- Demonstrate a flexible and willing approach to support the department and colleagues to meet business requirements outside of your agreed working pattern when required.

- Role holders will be expected to use their initiative to identify additional service requirements or report any defects within the areas they are working.
- The role holder may be required to clean up bodily fluids on occasion.

Facts & figures

The cleaning services team is responsible for cleaning, housekeeping, hygiene and waste removal services for the entire Canterbury Campus, in accordance with published service level statements. Non-residential space serviced equates to c. 130,000m², consisting of teaching spaces, offices, meeting rooms, circulation space and associated facilities.

The team also look after c. 4,700 residential rooms with associated kitchens, bathroom and circulation spaces. This becomes particularly challenging during the busy summer conference season when cyclical cleaning morphs into daily servicing and room turnarounds between guests.

The in-house substantive team is made up of c. 146 FTE (c. 176 staff). During the conference season the substantive team is augmented by a significant number of casual staff, who work alongside the in-house team under their supervision.

Internal & external relationships

Internal: Students and staff at all levels.

External: Contractors, visitors and conference guests.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Working with machinery (e.g., scrubbing machines and steam cleaners)
- Working with chemicals (appropriate PPE provided)
- Potential exposure to asbestos or other dusts
- Working in confined spaces
- Working at heights (e.g. from a step ladder for high level cleaning)
- Prolonged physical/manual work/Manual handling (e.g., emptying bins, using equipment)
- Working in isolation (e.g. early mornings, late evenings outside of core University hours)
- Contact with Human fluids
- Pressure to meet important deadlines associated with business needs
- There may be a requirement to work evenings and weekends.

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- General standard of education to include English (A, I,)
- Good communication skills including written and spoken English with the ability to receive and act upon instructions (I,T)
- Able to work efficiently on own or effectively as part of a team (A,I)

- Excellent personal organisational skills with attention to details (I)
- Ability to effectively undertake all the physical demands of the role (I)
- Willingness to undertake all personal development and training as required to maintain and improve skills and knowledge (I)
- Understanding of health and safety procedures and the need for safe working practices (A,I)
- Willingness to work flexibly as required to meet the operational business requirements, which may be outside of specified working hours (A,I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Cleaning experience and use of cleaning machinery (A,I)
- Previous cleaning/housekeeping training or qualification (A,I)
- Basic computer skills (email, word etc) (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage