

Job Description

Service:	Leisure & 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 & 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 & 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.

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role	Knowledge of cleaning materials and familiarity with COSHH Data sheets. OR No previous knowledge is required. No formal qualification required.
Experience Experience the person would need to do the job	Proven work experience as a cleaner including: • Stock checking of cleaning supplies. • Perform and document routine inspection and maintenance activities. • Carry out heavy cleansing tasks and periodic deep cleaning. • Notify management of occurring deficiencies or needs for repairs. Make adjustments and minor repairs.
Skills and Abilities Specific skills the applicant would need to do the job	• The ability to work unsupervised and use own initiative. • Literacy and Numeracy skills. • Good interpersonal skills. • Good customer service skills. Good communication skills.
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	Postholder will be required to: • Prioritise cleaning workload subject to public use of facilities. Understand the impact of their performance on Centre performance and the customer experience.
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	Internal 80%: Facility Staff via face-to-face. • Dealing with day-to-day operational issues. • Communicating completion of daily and weekly tasks to management team. External 20%: Customers, the public & schools via face-to-face.

	• Communication will involve giving assistance and direction to customers within the facility. There is high visibility with members of the public.
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	• Willing to work unsocial hours. • Be a good team worker demonstrating loyalty and commitment to the organisation and team members. • Ability to build relationships with staff. • Knowledge of when to seek advice from relevant sources.
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: 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.

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