

**Job Description**

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| Job Title: | Cleaner |
| Faculty/Department: | Campus and Accommodation Services, Commercial Services |
| Reporting to: | Duty Manager |
| Duration: | Continuing |
| Job Family:  | Community Operative |
| Pay Band: | 1 |
| Benchmark Profile: | Community Operative Band 1 |
| DBS Disclosure requirement: | No |
| Vacancy Reference: | CA0127 |

**Details Specific to the Post**

**Background and Context**

Campus and Accommodation Services was formed as a new department in the autumn of 2012. The department is made up of Commercial Services, the Accommodation Office, the Sports and Fitness Centre and the Print Room.

Commercial Services is responsible for the provision of all catering for staff, students and guests of the University; for conference and function use (both internal and external customers); and for the management of nine halls of residence in the village of Cottingham accommodating over 1400 residents.

The halls of residence in Cottingham provide mainly catered accommodation during the semester period for predominantly first year students and for commercial activity in the vacation periods. Commercial Services is responsible for all catering and cleaning services as well as the day to day management of buildings in this area.

The catering operation at the Cottingham Road campus consists of a main production unit in Staff House which is responsible for the preparation of all fresh food items to supply six satellite catering outlets on the main campus as well as providing a daily lunch time service in the Myton dining room and the Jubilee restaurant. The kitchen also provides the University with an internal hospitality service delivering food and beverages; fine dining to members of the executive team, Council and Senate along with a busy external provision of services to conference, corporate events, weddings and other such events. We are also responsible for the commercial events that take place in Middleton Hall and work closely with other departments to ensure maximum use of commercial activity is achieved.

### Specific Duties and Responsibilities of the post

The postholder will be required to work at any Commercial Services unit as necessary, and will maintain a high standard of customer care to meet the need of its customers.

Duties will include daily, weekly and deep cleaning operations in dining rooms, meeting and function rooms, public areas including toilets, offices; furniture movement; providing good customer care; helping to ensure efficiency of service; ensuring adherence to food safety and health & safety guidelines.

The post holder will be required to work as an individual and as part of a team

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

The role holder will work:

* As part of a team to deliver basic service provision for staff and students. The role holder will be familiar with and understand effective working procedures. Typically, the role holder will receive on the job training in basic tasks.
* Under direct supervision. The work carried out is of a routine nature.

**Main Work Activities**

### Communication

* Raise concerns or problems which arise during the work with appropriate staff e.g. the line manager

### Teamwork

* Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area

### Service Delivery

* Carry out a range of routine cleaning tasks to a set standard

**Work Environment**

* Operate equipment as instructed and clean to the required standard
* Check and report any equipment defects
* Take receipt of issue of cleaning materials as and when required

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices. This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures
* Undertake any training relevant to the post, for example, manual handling

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience** Has experience in this type of work | **Application/Interview** |
| Has trained in basic hygiene, manual handling and health and safety or willing to be trainedCan demonstrate the ability to understand effective working procedures. | **Application/Interview****Application/Interview** |

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| **Communication (Oral)**Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
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| **Teamwork and Motivation**Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner. | **Application/Interview** |
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| **Service Delivery**Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
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| **Work Environment**Can demonstrate the ability to recognise common hazards and risks. Takes appropriate action to avoid them and notifies the supervisor if necessary. | **Application/Interview** |