

JOB DESCRIPTION

Title:	Cleaning Assistant (Cleaning staff)
Responsible to:	Building Supervisor and team leaders
Responsible for:	Student Staff
Summary of post:	Cleaning staff are responsible for the level of cleanliness in the building, and, are required to play a flexible role working together to achieve the required standard, to include weekend mornings or evenings as required.

Responsibilities

1. To work with the Facilities Manager and Buildings Supervisor to ensure a high level of cleanliness in the building.
2. To clean and set up rooms and areas according to a set specification.
3. To return items of furniture, glasses, catering crockery and utensils etc. to their original location.
4. To move items around the building, including furniture and parcels.
5. To clean windows, ledges and light fittings. This may involve the use of step ladders.
6. To ensure the security of Guild property at all times. This also includes security of keys, machinery and materials.
7. To report maintenance faults to the Building Supervisor. To report faults immediately, that may have an impact on health and safety, to either the Building supervisor or team leaders.
8. To ensure that good health and safety practices are adhered to, especially in the use of machinery and chemicals.
9. To maintain in good order all equipment used and to clean after use.
10. To ensure efficiency in the use of resources required during the cleaning process.
11. To help other members of the department, including maintenance staff, according to the competence of the post holder.
12. To rectify faulty lights and clocks and other maintenance work within their own competence or that of their staff.

13. To deputise for the team leaders in their absence (if requested to do so).
14. To meet the requirements of the Facilities Local resilience plan particularly in relation to covering staff absences.
15. To meet the requirements of the facilities local Environmental plan particularly in relation to mixed recycling, water, heating and lighting.
16. To adhere to all relevant Guild policy with particular reference to staffing, health and safety, data protection, environmental, and any relevant policy where it may impact upon your role
17. To undertake appropriate training and personal development as required for the role
18. To participate as a member of the Facilities department, support and development and Guild teams
19. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example
20. To support the work of the Facilities team in the event of sickness, holiday or other exceptional circumstances
21. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post

January 2017.

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UNIVERSITY OF
BIRMINGHAM

Person Specification: Cleaning Assistant

	You must be able to demonstrate in your application that you have;	Essential	Desirable
	QUALIFICATIONS		
1	Good general education, including Maths and English at least to GCSE or equivalent	✓	
2	Basic Health and Safety	✓	
3	City & Guild/NVQ level 2 Cleaning or equivalent		✓
4	BICSc Cleaning Operators Proficiency Stage 1		✓
	KNOWLEDGE AND EXPERIENCE		
5	Relevant skills & experience in cleaning or demonstrable transferable skills	✓	
6	Knowledge of relevant health and safety legislation.	✓	
7	Supporting others within your area of work to achieve high standards		✓
8	Experience / Knowledge of customer care	✓	
9	Experience of developing and managing relationships with stakeholders to deliver service	✓	
	SKILLS AND ABILITIES		
10	Ability to present information clearly and concisely in writing or verbally, with adequate written and spoken English	✓	
11	Ability to establish working relationships with a wide range of individuals both within and outside the Guild, to include the University, students, staff and clients.	✓	
12	Ability to work using own initiative	✓	
	PERSONAL QUALITIES		
13	Understanding of and a commitment to Equality of Opportunity	✓	
14	Team focussed approach	✓	
15	Self-motivated	✓	
16	Flexible	✓	
17	Committed to continuously improving service delivery	✓	
18	Customer focus	✓	
19	Persistent & able to persuade others to meet your deadlines	✓	
20	Attention to detail	✓	

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