



## JOB DESCRIPTION

Job Title:	Cleaner / Maintenance
Responsible to:	Building Services Supervisor and Team Leaders
Responsible For:	Student Staff
Hours of Work:	35.5 per week
Summary of Post:	Cleaners are responsible for ensuring that cleaning standards in the Guild are maintained to the highest possible level by working flexibly within the cleaning team to achieve this. This role also includes maintenance duties.

### DUTIES & RESPONSIBILITIES

1. To work with the Facilities Manager, Building Services Supervisor & Team Leaders to clean and set up rooms and areas according to the cleaning specification document, to also carry out maintenance work as required.
2. To clean and set up rooms and areas according to a set specification for the time expected.
3. To clean windows, ledges and light fittings. This may involve the use of step ladders.
4. To return items of furniture, glasses, catering crockery and utensils etc. to their original location.
5. To ensure Health and Safety practices are adhered to, especially in the use of machinery and chemicals. Such practices include ensuring wet floors are clearly signed, no lying water, Student Staff working in your area of responsibly are properly managed and coached particularly with regards to the prevention of slips, trips and falls and other Health & Safety matters.
6. To maintain in good order the cleaning cupboards and equipment to the highest possible standard. All issues and defects with cleaning cupboards and equipment to be reported in the maintenance book.
7. To carry out maintenance tasks as requested by the Building Services Supervisor. These tasks will include furniture fixtures and fittings, any maintenance issues from vandalism, any damage to the building fabric.
8. To carry out maintenance tasks in the agreed timescales and priority. Any maintenance that is urgent, important or related to Health and Safety will be completed on the same day it is recorded in the maintenance book.



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9. To follow the cleaning department's Environmental Action Plan to help reduce energy costs with particular attention to controlling heating and lighting in all areas. Cleaning team members will be responsible for following the plan in their area of responsibility and identifying any issues immediately by recording this in the maintenance defects book.
10. To report maintenance faults to the Buildings Services Supervisor, any faults that may have an impact on Health and Safety are to be reported immediately.
11. To move items around the building, including furniture and parcels and where qualified to drive the Guild van.
12. To ensure the security of Guild property at all times. This also includes security of keys, machinery and materials.
13. To support and promote the Guild's various policies in all aspects of the role: in particular this includes the policies for Health and Safety, Equal Opportunities and Ethical & Environmental.
14. To undertake appropriate training and personal development as required for the role.
15. To adhere to all relevant Guild Policy with particular reference to staffing, Health & Safety, environmental, and any relevant Guild Policy where it may impact upon your role.
16. To participate as a member of the Facilities department, Operations directorate and Guild team.
17. 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.
18. To support the work of the Facilities team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
19. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

**September 2017**



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## Person Specification: Cleaner / Maintenance

You must be able to demonstrate in your application that you have:		Essential	Desirable
<b>QUALIFICATIONS</b>			
1	Good general education, including Math's 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		✓
<b>KNOWLEDGE AND EXPERIENCE</b>			
5	Relevant skills & experience in cleaning or demonstrable transferable skills	✓	
6	Knowledge of relevant health and safety legislation.	✓	
7	Experience / Knowledge of customer care	✓	
<b>SKILLS AND ABILITIES</b>			
8	Adequate written and spoken English	✓	
9	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.	✓	
10	Ability to work using own initiative	✓	
<b>PERSONAL QUALITIES</b>			
11	Understanding of and a commitment to Equality of Opportunity	✓	
12	Team focused approach	✓	
13	Self-motivated	✓	
14	Flexible	✓	
15	Committed to continuously improving service delivery	✓	
16	Customer focus	✓	
17	Persistent & able to persuade others to meet your deadlines	✓	
18	Attention to detail	✓	