



Job description	
Job title	MSO - Cleaner
Grade	Pay Band A / SCP 1
Directorate	Commercial Services
Section/team	Facilities Management
Accountable to	Contract Manager
Responsible for	Cleaning schools and KMBC buildings
Date reviewed	24/09/18

Purpose of the Job

To cleaning provision across a range of buildings within the Borough to meet fluctuating service requirements. To work as part of a team, to provide an effective Facilities Management service to ensure that the service output specifications and standards of performance are achieved

There is a requirement that the post holder will be flexible in order to ensure that resources can be focused in areas of highest priority to support the needs of the Facilities Management service

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To provide cleaning support, ensuring that all establishments are kept in a clean and hygienic condition, and that daily cleaning tasks such as:
2. Vacuuming,
3. Buffing,
4. Cleaning of sanitary-ware,
5. Damp Wiping
6. Mopping
7. Emptying waste bins
8. To inform the relevant supervisor immediately of defects in equipment or of premises not meeting Health and Safety Standards.
9. Participate in the training and development process and attend training courses that have been identified as relevant to the position.



10. Ensure compliance with the Quality Assurance standard of the sector.
11. Ensure work is completed in specified timescales
12. To understand the standards laid out in the councils Customer Care policy.
13. To promote the service in the line with the departments Best Value Improvement Plan.
14. This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken. To take all necessary action to ensure that the output specifications are achieved and standards of performance are maintained.
15. Establish and maintain effective communications with all contacts
16. To contribute towards developing and maintaining positive, constructive and effective working relationships through attending team meetings and group discussions to improve communication
17. Positively promote the image of the organisation
18. To promote a welcoming and friendly environment for service users.
19. To carry out cleaning duties in the most effective, efficient and economic manner available.
20. To participate in the staff review and development (Performance Review and Development) process.
21. Co-operate with other team members and colleagues in order to develop and maintain effective working relationships.
22. To provide at all times a welcoming environment to visitors.

Mandatory Training to be under taken

Cleaning induction

Health and Safety Training

Manual Handling and Lifting Awareness

Control of Substances Hazardous to Health (C.O.S.H.H)

Relevant equipment chemical training

Health and Safety

1. To use equipment as instructed and trained
2. To work at all time in a manner that will ensure their own personal safety and that of others, including reporting of identified hazards.
3. To wear at all times the Protective Clothing provided.
4. To inform management of any health and safety issues that may place individuals in danger
5. Ensure compliance with corporate policies and procedures including but not limited to Equal Opportunities.
6. To use equipment as instructed and trained
7. To inform management of any health and safety issues which could place individuals in danger



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.