

## Job Description

### General Details

Job title:	Campus Cleaner
School/Service:	Estates and Commercial Services
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours	15 hours per week
Grade:	Grade 1
Date Prepared:	October 2018

### Job Purpose

To support the Facilities Management team in maintaining a clean, tidy and secure internal and external environment. To provide domestic services to the University's buildings in accordance with the University Cleaning Specification. To provide excellent levels of customer care  
Consistently deliver a welcoming, professional and customer focused service to all internal and external customers of the University

### Relationships

Reporting to:	Cleaning Supervisor
Responsible for:	n/a

### Main Activities

1. Undertake individually or as part of a team, the cleaning of designated areas of University either internal or external in accordance to the required standards and specification
2. To ensure that the areas are kept in a clean and hygienic condition. This will include washing, sweeping, vacuum cleaning, emptying litter/rubbish/ recycling bins, polishing, dusting, carpet cleaning, window cleaning, and using the necessary powered equipment where appropriate. Designated areas will include toilets and associated facilities
3. Maintain and clean all powered equipment and general equipment used for cleaning and ensure that it is in a safe condition. Ensure all rechargeable equipment is placed on appropriate charge post use to ensure continuity of service
4. Report any area where faulty equipment, maintenance issues or defects are found

5. Use the correct cleaning materials and dilution rates together with the safe handling of all products using resources in the most cost effective and appropriate manner
6. Undertake manual handling as instructed to facilitate the movement of furniture or equipment
7. Ensure that scheduled work is completed within agreed timescales
8. Replacement of consumable items, e.g. soap, toilet rolls, towels, etc. Unpack and store
9. External area litter picking, specifically ensuring detailed attention to building entrances and external bins
10. Work in compliance with Health and Safety regulations and good working practices
11. Reporting of repairs required to cleaning equipment and identified faults and/or repairs required in allocated areas. Attending relevant staff development training courses as directed
12. Responsibility for allocated keys, and the operation of building security procedures as directed by the Head of Facilities Management or their nominated deputy
13. To ensure the security of rooms is maintained
14. To transfer between working areas as instructed by the Cleaning Manager
15. Provide excellent levels of customer care to colleagues, staff, students and visitors to the University
16. Any other reasonable duties, as may be required from time to time, by the Head of Facilities Management or their nominated deputy

### **Special Conditions**

Every member of our team makes a difference to our customer's experience. You will come across customers as you walk around our Estate and in every interaction you have throughout the working day; we rely on all of our staff to be diligent, helpful, kind and courteous to all our customers, colleagues and each other.

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our values, teamwork, reliable attendance, dedication and the ability to show diligence, care and respect to our customers, visitors and colleagues.

This is a permanent part time post working 15 hours over a 7 day week on a shift basis. There is a requirement to work an agreed shift pattern which includes weekends and bank holidays.

Within the context of the main activities, some manual handling will be required.

There could be a requirement to travel between University sites, which may be altered as the changing needs of the service require.

### **Professional Development**

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

### **Variation to Job Description**

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### **Conditions of Service**

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.



## Person Specification

**Job Title:** Campus Cleaner

**School/Service:** Estates and Commercial Services

Staffordshire University Services Ltd

*The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.*

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	A good knowledge of cleaning methods and use of powered equipment	E	A/I
2	A willing and conscientious attitude to work	E	A/I
3	Ability to display initiative	E	A/I
4	The ability to work individually or as part of a team	E	A/I
5	Able to demonstrate previous experience of providing excellent customer care	E	A/I
6	Able to communicate with colleagues, staff, students and members of the public	E	A/I
7	Willingness to undertake appropriate training	E	A/I
9	Willingness to engage in structured induction programme as a start to Continuing Professional Development (CPD) at the University	E	A/I
10	Experience of using a variety of cleaning equipment and procedures	E	A/I
11	An appropriate cleaning qualification e.g. BICS	D	A
12	Health & Safety, COSHH and Manual Handling training	D	A

\*Key

<b>[A] Application form</b>	<b>To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'</b>
<b>[I] Interview</b>	<b>To be assessed during the interview process including selection tests or presentation, as appropriate</b>