

Role Descriptor

Role Title:	Cleaner (INF24-006)
School/Service:	Infrastructure
Normal Workbase:	Your normal place of work is the Stoke or Stafford Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
Grade:	1
Role Family:	Operational and Administrative
Reporting To:	Cleaning Supervisor
Responsible For:	None

Summary of the Role

Maintain the cleanliness and hygiene of designated internal and external areas across the University of Staffordshire, including toilets and associated facilities. Responsibilities include sweeping, vacuuming, polishing, dusting, window cleaning, and replacing consumables. Powered equipment must be used and maintained safely, with any faults reported promptly and the work must be carried out in accordance with Health and Safety Regulations and good working practices.

Additional duties include managing keys for secure access, supporting building security and assisting with emergency evacuations. Team members may also support the Facilities Team in other areas as required, ensuring high standards across the University.

Key Accountabilities

1. Perform cleaning tasks individually or as part of a team for designated internal or external areas of the University. Tasks include sweeping, vacuuming, emptying bins, polishing, dusting, carpet and window cleaning using appropriate powered equipment.
2. Ensure all areas, including toilets and associated facilities, are kept clean and hygienic. Maintain and clean all powered and general cleaning equipment, ensuring it is in safe working condition and charged as needed.
3. Report any faulty equipment, maintenance issues, or defects. Use correct cleaning materials and dilution rates, handling all products safely and cost-effectively.
4. Undertake manual handling tasks as instructed and replace consumable items such as soap and toilet rolls. Unpack and store supplies as required.

Fair and Inclusive • Curious and Daring • Ambitious and Inspirational • Innovative and Enterprising

5. Comply with Health and Safety Regulations and good working practices. Report repairs needed for equipment and allocated areas. Manage building security procedures as directed and maintain room security.
6. Provide excellent customer care to colleagues, staff, students, and visitors. Be flexible and transfer between working areas as instructed by the Cleaning Supervisor or Manager.

Role Dimensions

Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Willingness to undertake appropriate training and induction
- Previous training in health and safety, COSHH or manual handling is desirable
- A relevant cleaning qualification e.g. BICS is desirable

Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Knowledge and experience of cleaning methods and use of powered equipment
- Experience of providing excellent customer care

Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Operational and Administrative role family as follows:

Delivering Together

Demonstrates a flexible approach to be able to work successfully in different teams, and in conjunction with suppliers and/or customers. Shows respect for others by recognising effort, providing encouragement and constructive feedback. Supporting the development of others through the sharing of skills, knowledge and experience.

Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

Personal Credibility

Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

Digital

Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organisational change.

University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.

Disclosure and Barring Check

The role is exempted under the Rehabilitation of Offenders Act 1974 and as such, appointment may be subject to the University being satisfied with the outcome of a check of criminal records via the Disclosure and Barring Service (DBS). Due to the nature of the post a Basic disclosure may be required. This check will include details of unspent convictions and conditional cautions.