



Job title	Cleaner	Job family and level	O&F Level 1-A
School/ Department	Estates	Location	Any University site/premises

Purpose of role

To provide a high quality cleaning service within one or more University buildings as required.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	To provide a high quality cleaning service within a designated area of work to the required standards maximising the student experience. Initial daily checks of cleaning equipment in readiness for use. Carrying out a variety of tasks related to heavy lifting and working outside in adverse conditions where required. To lock and unlock rooms/buildings as required to maintain a safe and secure environment for all users including arming and unarming intruder alarms ensuring any keys issued are kept securely.	70%
2	To be fully conversant with all chemicals, equipment and safe systems relevant to area of work.	10%
3	Adhere to health and safety and COSHH regulations, University and relevant external, policies, procedures, standards and codes of practice.	10%
4	Report maintenance requirements within area of responsibility.	5%
5	Undertake and utilise training and development required for the role to enhance knowledge, skills and improve service delivery.	5%
6	Any other duties appropriate to the grade and role of the appointed person.	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Actively seeks to develop self ▪ Adaptable ▪ Concentrates attention and activity on customer ▪ Effective communicator ▪ Attention to detail ▪ Seeks explanations and solution 	<ul style="list-style-type: none"> ▪ Experience of working independently and as part of a team
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience in working within a similar role/environment ▪ Experience of dealing with customers 	<ul style="list-style-type: none"> ▪ Knowledge of health and safety and COSHH regulations ▪ Experience and knowledge of a range of equipment and cleaning techniques within a similar environment that includes some heavy lifting
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Good level of numeracy and literacy 	<ul style="list-style-type: none"> ▪ Cleaning industry qualification, i.e. BICSc, NVQ



The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

