



GUILDFORD
BOROUGH

Cleaner



Job Title	Cleaner
Service Area	Resources
Grade	1
Job Reference	FG19 – RD08

Reporting to	Responsible for
Resources Case Team Leader	Not applicable

Team Purpose
To support and enable teams across the council to deliver quality services for customers by providing excellent support services

Role Purpose
To deliver a professional service with high standards of efficient and effective office cleaning services at Millmead house.



Key Accountabilities

Duties may include the following although the list that follows is not exhaustive:

- Sweeping all uncarpeted floor areas using dust control methods;
- Damp mopping spillage as necessary to maintain good appearance;
- Disposing of waste paper from bins;
- Dusting telephone instruments;
- Dusting office furniture where accessible;
- Vacuuming clean carpets and upholstered furniture;
- Thoroughly cleaning all entrance halls;
- Washing and disinfecting toilet floors, pans, seats, mirror basins, worktops and taps and other fittings;
- Wiping down worktops and sinks in kitchen areas;
- Wiping down tiled areas in kitchens;
- Polishing all items of furniture where accessible;
- Taking up, cleaning and replacing door mats;
- Dusting all high ledges up to 1.8 metres;
- Washing all tiled surfaces.

Key Objectives

Working with customers

Develop and maintain relationships with internal customers.

Knowledge of services

To understand the support services required within the cleaning team to efficiently work together.

Specific Tasks

Team work and working with others

Timely, professional conduct in line with the behaviours framework and which encourages the team to work effectively.

Knowledge, Skills and Experience

- Experience in cleaning duties is desirable but not essential
- Ability to work flexibly and demonstrate adaptability
- Committed to delivering a customer focussed service
- Able to work on own initiative

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
-----------------------	---

Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Organisational Culture Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Guildford behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Embraces Change	Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.
Innovation and creative thinking	Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively
Effective communication	Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.
Customer focus	Puts the customer first, builds effective relationships and seeks feedback to address their needs.
Problem solving & decision making	Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.
Focus on efficiency	Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.
Performance and learning	Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.
Team working	Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
Builds relationships	Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.



Commitment to the organisation	Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.
---------------------------------------	---

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date: