

Role profile

Job Title:	Cleaning Operative	Grade:	1 - 3
Department:	Estates & Property Services	Post no.:	
Directorate:	Chief Executive	Location:	Various locations within the borough

Role reports to:	Cleaning Manager / Supervisor <i>(dependent on site and team allocated)</i>
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

Cleaning Operatives are employed to perform a range of cleaning duties to ensure an assigned location is kept in a clean hygienic condition within agreed service levels. Such duties include but are not limited to; dusting, polishing, surface cleaning, sweeping, litter picking, refuse disposal, moping vacuuming and scrubbing using a range of manual cleaning skills and equipment.

The cleaning operative is also responsible for maintaining supplies and equipment at agreed levels for each assigned location together with ensuring tasks are performed in line with risk assessments and method statements put in place to ensure a safe system of work is followed.

Depending on assigned location(s), the cleaning operative may be required to workday shifts, night shifts or a combination of both either at a single static site location or across multiple sites as part of a mobile team within the Borough of Ealing. Working patterns may involve lone working or working as part of a mobile team.

Key accountabilities

Level 1 - the cleaning operative will undertake the following basic cleaning tasks:

- **Chemical competence:** the cleaning operative will have an understanding relating to the correct use and dilution of cleaning chemicals.

- **Safe assembly and care of equipment;** the cleaning operative will understand the importance of checking and assembling equipment and how to care for equipment.
- **Storage of equipment and materials;** the cleaning operative will follow best practice guidelines on keeping cleaning storage areas clean and safe.
- **Daily cleaning tasks:** the cleaning operative will undertake their assigned cleaning tasks using a range of basic cleaning skills, including but not limited to;
 - Dust control mop sweeping
 - Damp mopping
 - Suction cleaning hard or soft floor coverings
 - Manual brush sweeping
 - Emptying and cleaning general and recycled waste bins
 - Dusting / damp wiping of surfaces
 - Cleaning kitchen work surfaces and sinks
 - Auto scrubber drying (on sites where use of this machine is applicable)
 - Glass cleaning
 - Cleaning hand hygiene basins
 - Cleaning toilet / urinal / shower facilities
 - Cleaning washroom facilities
 - Single solution mopping
 - Double solution mopping
 - Washing surfaces

Level 2 – in addition to the tasks outlined at level 1, the cleaning operative is expected to undertake:

- **Periodical and deep cleaning activities;** the cleaning operative will understand best practice to carry out a range of periodical and deep cleaning services.
- **Specialist cleaning tasks:** the cleaning operative will undertake their assigned cleaning tasks using a range of specialist cleaning skills, including but not limited to;
 - Body fluids and sharp objects
 - Cleaning lift cars
 - Carpet skimming
 - Carpet extraction cleaning
 - Carpet shampoo
 - Strip dry and Re Apply emulsion polish.
 - Graffiti removal
 - Chewing gum removal on hard services
 - Pressure washing
 - Buffing
 - Machine scrubbing drying with wet suction machine.
 - Spray cleaning hard floor services
 - Stain removal
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Level 3 – in addition to the tasks outlined at level 1, the cleaning operative will undertake the tasks under Level 2 and / or one of the following service roles:

- **Mobile cleaner** – working with an expected level of independence with little management supervision, the mobile cleaning operative will be responsible for

providing the day-to-day cleaning activities across a designated portfolio of sites. As part of this responsibility, they will be accountable for maintaining consumable stock levels and equipment used at each site together with ensuring that the overall level and quality of the service provided meets agreed KPI's.

- **Team leader and driver** – the operative will lead a team of up to 3 x cleaning operatives providing day-to-day cleaning activities across a designated portfolio of sites. This role entails operational (non-line management) team leadership with responsibility for quality, performance, and output of the team. The role is to be also accountable for maintaining consumable stock levels and equipment used at each site together with ensuring that the overall level and quality of the service provided by the team meets agreed KPI's.

All operatives driving council vehicles must hold a full UK driving license (Mobile cleaner / Team leader and driver) and always comply with council policy and precures for operating council vehicles.

Key performance indicators

- Cleaning operation at assigned sites to fully meet agreed service levels.

Key relationships (internal and external)

- Cleaning managers / supervisors
- FM Helpdesk
- Site clients and buildings users

Authority level

None

Person specification

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Essential knowledge, skills and abilities

1. Ability to effectively prioritise competing tasks.
2. The ability to work effectively in a lone working environment or as part of a team.
3. Good communication skills: able to read and understand hazard labels and other safety documentation, receive, and convey information relating to tasks and the safe working environment of self and others.
4. To be able to work with minimal supervision and to use own initiative.
5. A working knowledge and understanding of Health and Safety
6. Ability to undertake task based manual handling and physical activities commensurate with the role of a cleaning operative including lifting, pushing, pulling, bending down, reaching, and carrying. Manual handling training and equipment to assist in such activities is available.

7. Willingness to undertake training and development, in particular the BICs Licence to Practice (training to be provided)
8. Evidence of literacy and comprehension of the English language (to be tested)
9. Understanding of workplace practices and support for equality and diversity

Essential qualification(s) and experience

- Experience of undertaking cleaning operations in a commercial or similar environment

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards