



South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Cleaner
GRADE: South Tyneside Living Wage
RESPONSIBLE TO: Chargehand Cleaner/Leisure Development Officer

Overall Objectives of the Post:

To provide an exemplary cleaning service working under the direction of the Cleaning Chargehand.

Key Tasks of the Post:

1. You will achieve these objectives by:

- Carrying out general cleaning duties both internally and externally as per the cleaning schedules and written Operating Procedures.
- Undertaking all duties in line with relevant health and safety requirements and COSHH regulations.
- Providing exceptional standards of customer care and service at all times.
- Ensuring the Chargehand Cleaner or Leisure Development Officer is aware of low stock levels of materials and equipment.
- Covering for other cleaning staff during periods of annual leave and sickness.
- Reporting any repairs or defects within the building to the Chargehand Cleaner or Leisure Development Officer in a timely manner.
- Making recommendations to the Chargehand Cleaner based upon customer feedback and observations of service operation to improve service delivery and customer satisfaction.
- Monitoring customer usage of the building and its facilities being particularly vigilant for anti-social behaviour, acts of vandalism and child/vulnerable adult's protection issues.
- Assisting other members of staff with specific duties, as and when required.
- Being smart and presentable at all times and wearing the correct uniform which complies with leisure portfolio standards.
- Participating in the induction and training of new facility staff to ensure a high level of competency is maintained.
- Fully understanding the emergency evacuation procedures for the building in which you work.
- Protecting the image and reputation of South Tyneside Council and its leisure portfolio by positively promoting and representing South Tyneside Council Cultural Services at all times.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: GH/KDS

Date: 12/02/2019