

DIRECTORATE: Neighbourhood Services

DIVISION: Facility Services

POST TITLE: Chargehand Cleaner Schools A834

EVALUATION: 387 Points **GRADE:** C

RESPONSIBLE TO: Contract Supervisor or Site Manager or Caretaker

RESPONSIBLE FOR: Cleaning staff as allocated

JOB PURPOSE: Maintain the cleanliness of the various premises and their surrounding grounds, to ensure the delivery of the service is in accordance with customer service standards, policies and procedures, including the City Council Customer Service Charter.

MAIN DUTIES: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- (1) Ensuring that the premises and furnishings are cleaned in accordance with agreed procedures, standards, methods and health and safety instructions, by undertaking cleaning and by supervising the cleaning staff.
- (2) To be responsible for the day to day supervision of cleaners, maintaining good working relationships and team working, cleaning quality standards in accordance with agreed procedures.
- (3) Dealing with general enquiries from staff, students and pupils, parents, officers and employees of the Authority, and members of the public.
- (4) Drawing the attention of the appropriate authorities via the authorised officer or caretaker to any repairs or maintenance work that may be required.
- (5) To take delivery and arrange for storage of materials, stores and other goods. To maintain adequate supply of cleaning materials. To ensure that all related equipment and tools are in a safe working condition.
- (6) To complete all related paperwork, including cleaning staff timesheets and requisitions for stores and materials.
- (7) To carry out the reasonable instructions of customers and to maintain contact with the contract supervisor as necessary.
- (8) To promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery.
- (9) To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.

JOB PROFILE – Chargehand Cleaner A834

FACTOR	LEVEL	DESCRIPTION
Knowledge	3	The jobholder undertakes a range of different tasks, supervising cleaners and undertaking cleaning tasks. They require a detailed knowledge of the practices and procedures associated with the cleaning of a building. The job requires basic reading and writing skills, in order to complete the associated documentation. Specific knowledge will be gained by on the job and in house training to the equivalent of BICS stage 1
Mental Skills	2	The Jobholder is regularly required to resolve problems/situations, associated with the cleaning of the building and the supervision of staff, which on occasions cannot be done by applying existing rules, procedures or instructions.
Interpersonal Skills	3	The Jobholder regularly motivates/trains other members of staff and regularly uses enhanced skills to advise, guide, and persuade, There is also an occasional need to exchange complicated/sensitive information.
Physical Skills	3	Physical skills are required for some tasks with a considerable level of precision when using buffers etc.
Initiative and Independence	3	There are recognised laid down procedures covering all the main activities, tasks and duties and the jobholder normally works from instructions. These define how the main tasks are to be carried out, but do not define the all tasks in detail. The Jobholder is expected to handle any unexpected problems/situations, which arise and can decide the order in which the tasks will be carried out.
Physical Demands	3	The job requires the jobholder to stand/walk for over 80% of the working day/shift. Pushing/pulling is also needed with a considerable level of effort for over 25% of the working day/shift.
Mental Demands	2	Enhanced mental attention is required for up to 30 minutes at a time, occurring 2/3 times a week on average. Concentrated sensory attention is required for up to an hour at a time about once a day. The more demanding deadlines are imposed internally and occur several times a week. The Jobholder is regularly subject to conflicting demands, however they can normally complete the current task first. There are frequent unavoidable interruptions, sometimes forcing the jobholder to re-plan their main project or activity.
Emotional Demands	1	There are no significant emotional demands in the job.
Responsibility for People	2	The jobholder provides a service, which has a direct impact on the well being of people by assisting with the housekeeping of the Building.
Responsibility for Supervision	3	The Jobholder supervises up to 49 employees, including the organisation, evaluation and appraisal of the work they carry out.
Responsibility for Financial Resources	1	The Jobholder has to account for expenditure relating to cleaning materials and this is usually less than £4k per annum. They sometimes handles cash and cheques up to £100 .
Responsibility for	2	The Jobholder is responsible for the cleaning up to 2/3 buildings/ locations. The Jobholder uses and carries

Physical Resources		out day to day maintenance of cleaning tools/equipment, which are of relatively low value.
Working Conditions	2	The Jobholder regularly works outdoors and will sometimes be exposed to the weather. This occurs for less than 10% of the overall working time. Due to the nature of the areas to be cleaned, there is regular exposure to very disagreeable, unpleasant or hazardous situations for up to 10% of the working day or shift. Casual verbal abuse, aggression or other anti-social behaviour from pupils etc is a feature of the job.