

<b>Post Title:</b>	Cleaning Assistant
<b>Reporting to:</b>	Facilities Manager & Team Leaders
<b>Responsible for:</b>	Student Staff (as appropriate)
<b>Grade:</b>	Guild Grade 2

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**Organisation:**

This role is part of the Facilities department working collectively with colleagues to ensure the cleanliness of the building as part of the Operations Directorate.

**Job Purpose:**

The Cleaning Assistant role is to support delivery of the Facilities departmental plan to help to create an inclusive and engaging environment for all.

The role is required:

- To be responsible to the level of cleanliness in the Guild building
- To be flexible working together as a team to achieve the required standard, to include working weekends, mornings or evenings as required.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here. A positive team spirit is also key. Cleaning Assistants are expected to follow the Guild's competency framework, which should be read in conjunction with this job description.

**Key Role Responsibilities:**

- To clean and set up rooms and areas according to a set specification.
- To return items of furniture, glasses, catering crockery and utensils etc. to their original location.
- To move items around the building, including furniture and parcels.

- To clean windows, ledges and light fittings. This may involve the use of step ladders.
- To ensure the security of Guild property at all times. This also includes security of keys, machinery and materials.
- To report maintenance faults to the Facilities Manager and to report faults immediately, that may have an impact on health and safety, to either the Facilities Manager or team leaders.
- To ensure that good health and safety practices are adhered to, especially in the use of machinery and chemicals.
- To maintain in good order all equipment used and to clean after use.
- To ensure efficiency in the use of resources required during the cleaning process.
- To help other members of the department, including maintenance staff, according to the competence of the post holder.
- To rectify faulty lights and clocks and other maintenance work within their own competence or that of their staff.
- To deputise for the team leaders in their absence (if requested to do so).
- To meet the requirements of the Facilities Local resilience plan particularly in relation to covering staff absences.
- To meet the requirements of the facilities local Environmental plan particularly in relation to mixed recycling, water, heating and lighting.
- To identify improvements and recommend these to the Facilities Manager for consideration.

### General Duties:

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.

2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.
3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. Grade 2 Assistants should be developing within level 1 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) which is designed to support staff to achieve high performance
4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the work of the Facilities team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

**February 2022**



## Person Specification: Cleaning Assistant

You must be able to demonstrate in your application that you have;

	Essential	Desirable
<b>QUALIFICATIONS</b>		
Good general education, including Maths and English at least to GCSE or equivalent	✓	
Basic Health and Safety	✓	
City & Guild/NVQ level 2 Cleaning or equivalent		✓
BICSc Cleaning Operators Proficiency Stage 1		✓
<b>KNOWLEDGE AND EXPERIENCE</b>		
Relevant skills & experience in cleaning or demonstrable transferable skills	✓	
Knowledge of relevant health and safety legislation.	✓	
Supporting others within your area of work to achieve high standards		✓
Experience / Knowledge of customer care	✓	
Experience of developing and managing relationships with stakeholders to deliver service	✓	
<b>SKILLS AND ABILITIES</b>		
Ability to present information clearly and concisely in writing or verbally	✓	
Ability to establish working relationships with a wide range of individuals both within and outside the Guild, to include the University, students, staff and clients.	✓	
Ability to work using own initiative	✓	
<b>PERSONAL QUALITIES</b>		
Motivated by working in a student-led, democratic workplace	✓	
<b>Student &amp; Customer focus:</b> Keeps student leadership and the needs of students and customers at the heart of activities	✓	
<b>Accountability:</b> Takes personal responsibility for the important role they play in the Guild's work and in wider society	✓	

<b>Results Focus:</b> Strives for the best results – gets things done on time and to a high standard	✓	
<b>Inclusivity:</b> Values diversity - works to create an inclusive and engaging environment across all our activities and services	✓	
<b>Communication:</b> Communicates clearly and appropriately to people across our students' union and outside	✓	
<b>Teamwork:</b> Builds good relationships and works effectively with a range of people to deliver our shared goals	✓	

