

JOB DESCRIPTION

Job Title: Mobile Contract Cleaning Operative		Ref No:	JE Ref: G648
Department: Economy and Infrastructure		Band: 2	Location:
Responsible To:	Facilities Development Officer		
Responsible For:	N/A		
Job Purpose:	Responsible for service delivery of contract cleaning services for internal and external clients		
Main Responsibilities:	• Ensuring building windows and interiors are cleaned to specification in a safe and efficient manner • Service Delivery • Site Administration • Health and Safety • General Cleaning Duties		

Job Activities:	Organisation • Deliver efficient cleaning of window panes and surrounding surfaces such as ledges and frames in Council and non-Council premises • Effective and efficient delivery of interior building cleaning in Council and non-Council premises • Prioritising of tasks • Liaise with internal and external customers and clients • Delivery of contract cleaning services to multi sites • Ensure a customer service interface for the provision of quality service delivery Cleaning Duties • Undertake external/internal cleaning of all glass (inside and outside) and surrounding surfaces with suitable and sufficient equipment and tools • Mop Sweeping; Single Solution Mopping; Buffing; Spray Cleaning; Machine Scrubbing; Machine Drying; Suction Cleaning; Spray Extraction Cleaning; High Level Cleaning; Dust, Damp Wiping; Toilet and Sanitary Appliance Cleaning; specialist cleans including pressure washing, steam cleaning etc. Service Delivery • Stock the vehicle provided with the necessary cleaning materials and equipment to carry out the cleaning tasks required • Flexible working, will include weekends, mornings and evenings • Adhere to Team Plans with fixed actions to meet key targets (Performance Indicators) linking to The Councils Priorities, Principles and Values • Improve performance in relation to the cleaning service carbon footprint (ensure regular stock rotation and chemical dilutions are adhered to) • To pro-actively deal with all complaints, comments and suggestions from customers and report to your line manager • Responsible for ensuring security of the premises and its contents including key holding responsibilities • Develop and expand effective communication with customers, client and lead occupiers of buildings • Develop and maximise new business opportunities in Council and non-Council premises
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	Site Administration • Responsible for vehicle checks and associated paperwork • Administration processes associated with the post including ordering of stock (chemical and cleaning materials) • Responsible for mobile technology including updates of relevant information associated to the task Health & Safety • Ensure the vehicle provided is safe and used appropriately complying with Council regulations • Full compliance with Health and Safety regulations at all times including Control of Substances Hazardous to Health (COSHH) • Ensuring equipment is maintained correctly and if faulty reported using proper procedure General Duties • Deliver effective partnership working and commit to supporting corporate initiatives and priorities • Carry out the above duties in any other local Dumfries and Galloway Council establishment or external contract buildings as necessary if practicable • Duties may vary according to seasonal demand	
Performance Management	<i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i> • To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the Team Plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.	
Prepared by:	Carol Broll, Service Manager for Facilities Management	Date: 07 March 2016