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Bracknell Forest Council

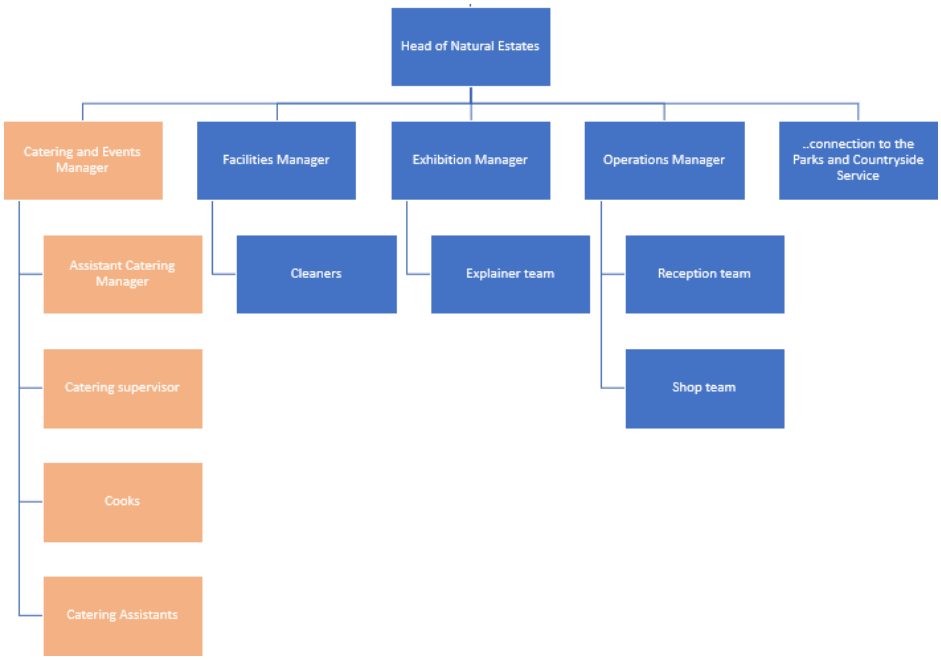
JOB DESCRIPTION

Job Title:	**Cleaner (casual hours)**		
Directorate:	**Place**	**Salary:**	**N/A**
Section:	**Parks & Countryside**	**Grade:**	**£12.71**
Location:	**The Look Out**	**Work Style:**	**Fixed**

Key Objectives of the role

- To be responsible for the cleaning of The Look Out Discovery Centre and surrounding area, maintaining a high-quality image
- To ensure a high standard of cleanliness and promote a quality service to the public
- To ensure that the centre, car park, play and picnic area are clean and free from litter

Designation of post and position within departmental structure



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Daily and monthly responsibilities

To carry out sweeping, mopping, scrubbing of floors and hoover carpeted areas.

To dust and polish surfaces and fitments as required and wipe down or scrub surfaces, walls and fitments using the appropriate cleaning tools.

To empty internal and external bins as required, pick up litter and clean toilets in accordance with The Look Out's Customer Promise

To wash carpets if required and where appropriate, to use powered cleaning equipment.

To correctly use the appropriate cleaning agents as provided in accordance with instructions and to ensure that said agents are correctly stored.

To inform the public of any hazards e.g. slippery floors, whilst cleaning is being undertaken.

To observe health and safety regulations at all times and to implement the Corporate and The Look Out's health and safety policies and procedures.

All employees working with children, young people/vulnerable adults have a responsibility for safeguarding and promoting their welfare.

To ensure procedures from The Look Out's Normal Operating Procedures/Emergency Action Plan are read, understood and followed at all times.

To undertake other responsibilities as directed, which are compatible with the post holder's role, qualifications and experience, in the interests of the authority and its services.

Scope of role

- The post has a key role in ensuring visitors to the exhibition have a highly satisfactory visit, maintaining quality standards to the general public and the image of The Look Out
- Customer satisfaction is necessary to ensure repeat visits and promote recommendations to other potential visitors
- The centre has approximately 370,000 customer visits per year, of which around 142,000 enter the exhibition.

N.B. This post is subject to a DBS check

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

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PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Health and Safety (various)* Control of Substances Hazardous to Health (COSHH)* Safeguarding* (*Training will be given as required)	
Competence Summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare. Customer care Cleaning experience Some knowledge of health and safety Able to prioritise workload Ability to provide a high standard of cleaning and to recognise areas needing attention	Cleaning of a public centre Knowledge of COSHH
Work-related Personal Requirements	Reliable Safety/security conscious Ability, willingness and flexibility to work hours to ensure the consistent provision of services, cover for other staff absences, attend staff meetings and training Ability to cope under pressure and use own initiative A satisfactory Basic DBS disclosure	
Other Work Requirements	The ability to converse easily with members of the public and respond effectively to questions in spoken English Physically able to undertake the duties of the posts	

Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

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