

<b>Post Details</b>		<b>Last Updated:</b> 16/10/1018	
<b>Faculty/Administrative/Service Department:</b>	Estates and Facilities Management (E&FM) / Estate Services		
<b>Job Title:</b>	Cleaning Assistant		
<b>Job Family &amp; Job Level</b>	Operational Services	Level 1b	
<b>Responsible to:</b>	Team leader		
<b>Responsible for:</b>	n/a		
<b><u>Job Purpose Statement</u></b>			
Working as part of a team contributing towards the student/visitor experience, by providing high quality cleaning service within the University, ensuring areas are clean, safe and habitable			
<b><u>Problem Solving, Accountability and Dimensions of the role</u></b>			
<p>The post covers a range of well-defined routine daily cleaning tasks, which due to the structure and routine nature requires little daily instruction. The method and order in which the post holder completes each cleaning task is determined by set procedures and guidelines/best practice. The post holders is expected to deal with very frequent and similar situations and problems, which due to the limited solutions available require only basic decision making. Decision making may involve making judgements on which areas require cleaning, prioritising their workload and choosing the correct chemicals to use. The post holder is expected to refer more complex issues/ problems to their line manager or a senior team member for resolution.</p> <p>Instructed in safe handling procedures, the post holder is expected to comply with clear and stablished procedures regarding the use of any equipment and cleaning products to comply with relevant Health and Safety legislation/ guidelines.</p> <p>The post holder occasionally could be paired with less experienced member of the team for training or guidance, although has not budgetary or supervisory responsibility.</p>			
<b><u>Background Information/Relationships</u></b>			
<p>Estates &amp; Facilities Management are responsible for the planning, development and maintenance of the University Estate and provide Support Services to all faculties and departments in the University. The Estate is a key element of the marketability of the University. Estates &amp; Facilities Management are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience.</p> <p>Estates &amp; Facilities Management has six main sections:</p> <ul style="list-style-type: none"> <li>• Administration &amp; EFM Help Desk</li> <li>• Facilities Management</li> <li>• Operations and Utilities</li> <li>• Estate Services (ES)</li> <li>• Projects</li> <li>• Landscape Design &amp; Maintenance</li> <li>• Sustainability &amp; Environment Management</li> <li>• Security</li> <li>• Distribution and Stores</li> </ul> <p>Estate Services provide soft facility services to the entire University (Cleaning, waste services, recycling and residences Reception). The post holder will be part of a team of approximately 110 full and part time staff, carrying out services to the university 365 days per year. The campus comprises of 5000+ student bedrooms circa 70 academic buildings and substantial buildings which are currently in plan for construction.</p> <p>The post holder will come into contact with a range of customers (students, parents, staff and visitors) and</p>			

will be required to behave in a courteous manner and promote a professional image of the department.

This job purpose reflects the core activities of the post. As the Department/Faculty and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

<b>Qualifications and Professional Memberships</b>	<b>Essential/ Desirable</b>	
NVQ in cleaning or equivalent or equivalent experience	D	
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
A polite and courteous manner	E	1
Able to work to Health and Safety Regulations (e.g. COSHH)	E	1
Able to understand cleaning product information on cleaning product labels, dilution charts etc.	E	1
Able to understand and act on both written, verbal instructions and University of Surrey procedures.	E	1
Experience using a variety of cleaning equipment and products.	D	n/a
Ability to work on your own or as part of a team	D	n/a
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Flexible approach to working hours. The post holder will be required to occasionally work overtime during busy period such as conference time and University events to support the business operation.	E	n/a
Flexible approach to working days. The post holder may be required to work shift patterns 5 out of 7 days to support business requirements during busy University periods/events such as graduation, open days, applicant days and conference time (summer). This would include working weekends for approx. 10 weeks of the year and would be scheduled in advance. Where weekend work is required, days off will be scheduled during the week.	E	n/a
Able to take responsibility for the safe keeping of all master keys in their possession during working hours.	E	n/a
Physically fit to pull out or move certain items of furniture/equipment during the cleaning process.	E	n/a
Possess a flexible attitude and cover other areas where required.	E	n/a
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.	<b>Level 1-3</b>	
Communication	1	

Adaptability / Flexibility	1
Customer/Client service and support	1
Planning and Organising	1
Teamwork	1
Continuous Improvement	1
Problem Solving and Decision Making Skills	n/a
Leadership / Management	n/a
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking	n/a

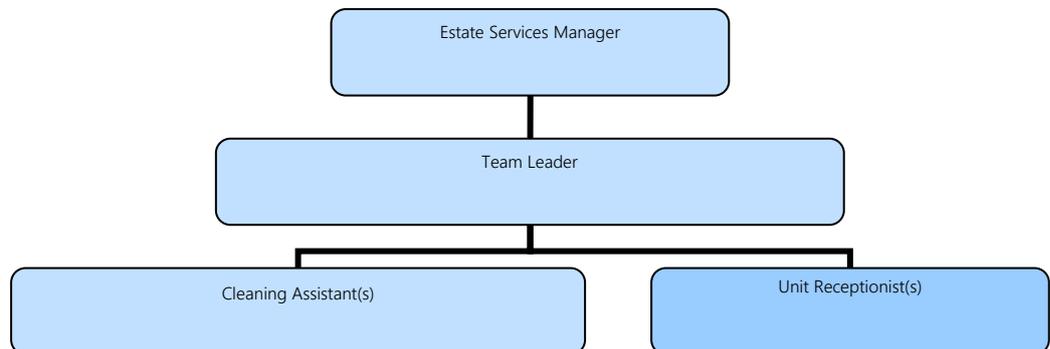
### Organisational Information

#### All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



### Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Cleaning, washing, sweeping, mopping, toilet cleaning, vacuum cleaning, waste removal, recycling, operating (where appropriate) powered cleaning equipment.
2. Cleaning all equipment provided by University – fridges, freezers, kettles, toasters, cooers, vacuum cleaners, furniture in offices, teaching spaces, bedrooms and laboratories.
3. Reporting maintenance issues notices during the course of duties to the Team Leader, receptionist or senior member of the team.
4. During the conference period carrying out daily room cleans, including bed making, distribution of towels, toiletries and other consumables (tea, coffee, sugar etc) as per instruction.
5. Replenish washroom consumables

**N.B. The above list is not exhaustive.**