

## **Job Description**

<b>Position:</b>	General Assistant – Institute of Management
<b>School/Service:</b>	Facilities
<b>Reference:</b>	FAC-145/P
<b>Grade:</b>	Grade 2
<b>Status:</b>	Permanent
<b>Hours:</b>	36.25 hours per week (6.00am – 10.00pm, flexibly), Monday to Friday
<b>Reporting to:</b>	Cleaning Supervisor

### **Main Function of the Position:**

To undertake cleaning duties in University buildings, so that the premises are clean, tidy and presented to a high standard.

### **Principal Duties and Responsibilities:**

1. To work in any given area as required by the University, and to undertake any and all cleaning duties deemed appropriate by the Cleaning Supervisor.
2. Re-cycling and waste management to include the collection and removal of rubbish.
3. Cleaning of hard and carpeted flooring manually or using cleaning machinery as required, must have experience in carpet cleaners, polishing hard floors, especially during summer deep cleans, periodical cleans.
4. Able to work with buffers, scrubber-dryers and carpet cleaning machinery of all sizes.
5. Cleaning walls, paintwork, glass and windows, fixtures & fittings and furniture.
6. Cleaning of toilets, fixtures and shower areas where appropriate. Replenishment of consumables.
7. Responsibility for unlocking and locking of rooms/buildings, keys and setting of alarms.
8. Answering general queries, giving directions and providing a high-level of customer service.
9. To assist colleagues in different areas as required
10. To assist colleagues in different areas of the Facilities service as required and carry out other duties, appropriate to the scale and nature of the position, such as minor moves, examination set-ups and the changing of light bulbs/lamps. This can vary depending on the demands of the business from time to time.
11. To assist with annual summer deep cleans, room layouts and moves as appropriate.

12. To undertake gritting of external surfaces as required.
13. To work flexible hours as required by University demands.
14. To follow laid down University cleaning schedules following relevant policies and procedures.
15. Undertake training as required.
16. To observe Health and Safety issues associated with the above duties and ensure that appropriate clothing is worn at all times.
17. To report faults, hazards and Health and Safety issues to the appropriate personnel.
18. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
19. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
20. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

**Note:**

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

## Person Specification

Position: General Assistant		Reference: FAC-145/P	
School/Service: Facilities		Priority	Method of Assessment
Criteria		(1/2/3)	
<b>1</b>	<b>Skills/Knowledge</b>		
1 a)	Able to follow cleaning systems and procedures	1	Application Form/Interview
1 b)	Knowledge of cleaning methods and industrial cleaning equipment	2	Application Form/Interview
1 c)	Awareness of COSHH and Health and Safety regulations relating to cleaning substances	2	Application Form/Interview
<b>2</b>	<b>Experience</b>		
2 a)	Experience of dealing with customers	1	Application Form/Interview
2 b)	Experience of cleaning in a commercial or industrial environment and or cleaning classrooms	1	Application Form/Interview
2 c)	Understanding of waste/recycling	1	Application Form/Interview
2 d)	Responsible for access i.e. locking/unlocking and the setting of alarms	1	Application Form/Interview
<b>3</b>	<b>Personal Qualities</b>		
3 a)	Able to work as part of a team	1	Interview
3 b)	Be responsible for cleaning in various areas of work under the general direction of the Cleaning Supervisor	1	Interview
3 c)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
3 d)	Experience with minor moves	1	Interview
3 e)	Commitment to continuous improvement and creative ways of working	1	Interview
3 f)	Able to cope with the physical demands of manual work	1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Good timekeeping and attendance record	1	Interview/References
5 e)	Available to work flexible and travel as appropriate in order to meet the needs of the services	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Please note it is normally expected that a new appointee will commence at the bottom of grade.