



# Relief Cleaner

Service	Reporting to	Location	Grade
Citywide Services	Area Supervisor	Various	1A

## About the role

- You will contribute to the efficient and effective delivery of cleaning services within Citywide units.
- You will be responsible for the cleaning of designated areas, toilets, and associated facilities against an agreed cleaning specification.
- You will keep cleaning equipment in a safe and clean condition and report any unsafe, faulty, or broken electrical equipment to the Area Supervisor immediately.
- You will ensure the use of the correct chemicals, dilutions, and safety precautions for cleaning tasks you carry out, ensuring COSHH regulations are followed.
- Awareness and reporting any Health and Safety concerns to the Senior Cleaner/Area Supervisor/Caretaker/Site Officer.
- You will be required to use correct dilutions of cleaning chemicals to ensure efficient use.
- You will need to report to the Senior Cleaner/Area Supervisor/Caretaker/Site Officer matters which require attention.
- You may have responsibility for the opening and closing of the building, setting or un-setting alarms if required.
- You will ensure lights are switched off, doors and windows are secure.
- You will be required to keep the cleaning cupboard and sluice clean and tidy.
- On occasion, you may be required to assist at other Citywide Services units.

- On occasion, you will be required to attend meetings / training courses inside or outside of normal working hours.
- You will be required to complete relevant training, as directed by Citywide Services within the timescales specified.
- You will be expected to liaise with our customers, and respond to comments and complaints in a positive, proactive manner.

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## Key outcomes

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- The cleaning of premises to the required standard and meeting individual customer requirements.
- Keeping people safe by keeping surfaces clean and using the correct dosages of cleaning products.

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## What we need from you

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- To model and demonstrate our values and behaviours.
- To be able to sweep, vacuum, clean, buff, empty bins, polish, and dust. This includes toilets and associated facilities and fixtures and using the necessary powered equipment where appropriate.
- Ability to work under own initiative without supervision.
- Basic numerical and literacy skills.
- Ability to understand verbal and written instructions.
- Ability to work on your own and as a member of a team.
- To be aware of the importance of providing a quality service and satisfying customer needs.
- To be aware of the importance of Hygiene in the workplace.
- Knowledge of COSHH regulations and Health & Safety in the workplace.
- To undertake and obtain Safeguarding training within 6 months of appointment to the post.
- To complete all COSHH training.
- Excellent customer service skills.
- Ability to communicate effectively with customers and colleagues and understand simple written instructions.

- Awareness of a high standard of hygiene, both operational and personal.
- Awareness of safe working practices within the working environment.
- To undertake all Salford City Council training as required.
- To be aware of the dangers of mixing chemicals and cleaning products.
- To complete all Citywide training as directed within the timescales provided.
- Awareness of safe working practices within the working environment.
- To carry out their duties with full regard to the City Councils Equal Opportunities, Health and Safety and Community Strategy policies.

## What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

### Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

### Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered

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through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

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## Role details

Completed by: Lucy Clarke, Service Manager, Citywide Services

Date: 31/07/2023

Job code: ECS00031

Job score: 266

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