

Cleaner in Charge

Role Profile

Service: Operational Services for Education (OSfE) – Strategy and Resources Directorate
Band: Band 2
Reporting to: Area Manager
Responsible for: Assigned Cleaning staff



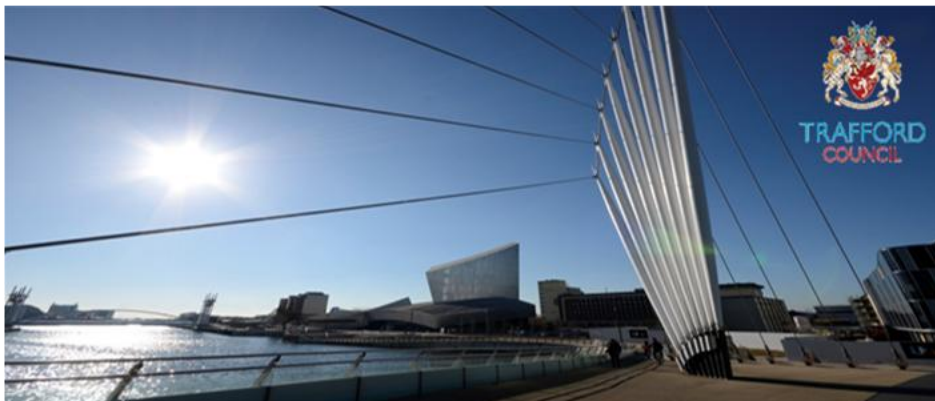
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Operational Services for Education (OSfE) are committed to delivering professional, efficient, friendly, value for money but high-quality services to the majority of schools in Trafford using experienced staff. Our aim in cleaning service is to ensure that children receive a high standard of cleaning in the school, which supports them in optimising their achievement and attainment levels. The cleaning service delivers building cleaning to schools, the private sector and Trafford's admin buildings, both these services operate in a competitive market. OSfE also delivers a catering service and the Council's 71 school crossing patrols across the borough.

Your Main Priorities

- Undertaking and acting diligently for assigned tasks in administrative buildings and offices.
- Providing professional high-quality customer service to ensure delivery of an efficient and effective day to day service.
- Acting responsibly within the unit to successfully deliver the agreed Service Levels.
- Working collaboratively with other staff.
- Supervising front line staff within the workplace.
- Providing first-line support for all issues raised in relation to the quality of the service and following through requests to a satisfactory resolution in an efficient and timely manner.
- Monitoring aspects of cleaning management and assisting with cleaning.
- In absence of the manager, complete orders and required paperwork in a timely manner.

Key duties

- Assisting in the organisation and control of the standard of cleaning, ensuring it's in accordance with the specification provided.
- Ensuring cleaning is provided to a high standard in the building.
- Assisting in monitoring and recording of day-to-day cleaning in the building.
- Record-keeping (e.g. ordering and receipt of stock taking, etc.), completing all relevant paperwork relating to cleaning, and assisting with stock control and placing orders with the approved suppliers in a timely manner.
- Monitoring health and safety and cleaning within the building.
- Ensuring health and safety procedures are followed when using and storing electric cleaning machinery.
- Supervising other cleaners.
- Planning the cleaners' holidays and arrangement of sickness and holiday cover.
- Attending all appropriate training and training unit staff as required.
- Maintaining a clean and hygienic office environment, and reporting maintenance issues to your manager.
- Communicating regularly and professionally with colleagues to ensure the dining room and tables are left in appropriate location and condition.
- Dealing with any health and safety concerns directly or reporting them to your manager, including any anomalies in line with service delivery and Quality Assurance checks and assessments.
- Overseeing waste removal to waste collection points.
- Providing high-quality customer-focused support to customers, colleagues and managers.
- Working in accordance with nationally agreed Codes of Practice and ensuring compliance of relevant Quality Management System Procedures and Work Instructions.
- Continually look for opportunities to improve the customer experience.
- Carrying out duties that are commensurate with the grade of the post as needed, provided such duties are within the competence of the employee.

About You

Qualifications and Professional Development

- GCSE Grade 4 or above (or equivalent qualification) in Maths and English
- Willing to undertake training and development as required

Experience and Knowledge

- Previous experience in cleaning
- Working knowledge of cleaning within a professional environment
- Experience and working knowledge of Health and Safety regulations and COSHH (Control of Substances Hazardous to Health)
- Experience of continually working to a high standard whilst managing multiple/changing priorities
- Knowledge of health and safety issues relating to operational equipment and products

Skills and abilities

- Able to work well as part of a team and build good working relationships with colleagues
- Flexible approach to work: adapting to different tasks in order to meet the needs of the service
- Literacy and numeracy skills
- Attention to detail to carry out a high standard of work
- Able to prioritise and reallocate the work of the team
- Communication skills: provide guidance and direction to others
- Ability to work on own initiative: organising and prioritise work to meet deadlines and changing priorities
- Problem-solving skills: resolve a range of queries as first point of contact and able to respond independently to unexpected problems

Special Conditions

- Willing and able to travel to sites within the Trafford Borough and Manchester
- Enhanced DBS check required
- Unsocial hours/weekend work may be required: a maximum of 5 Saturday/Sunday per annum and covering late night duties up to 7pm on occasions to meet service needs.

Date prepared/revised	12/8/26 (based on Cleaner in Charge Schools
Prepared/revised by	Phil Taylor

Job Evaluation	Existing evaluation (Cleaner in Charge Schools)
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Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.