Cleaners: 30 & 35 hours per week

Directorate of Estates & Campus Services

Closing date: 21 November 2017

Interview date: 06 December 2017

Vacancy reference: 6183
INTRODUCTION

As a Cleaner within the University of York you will ensure that allocated areas of the campus are cleaned to a consistently high standard.

You will carry out general cleaning duties, in any areas allocated by your Supervisor or Cleaning Manager, to the required standard and in accordance with agreed service levels.

Following training, you will ensure that cleaning materials and equipment are used in a safe, efficient and cost effective way.

The ability to communicate effectively with others and to receive and understand instruction is required in this role.

Due to the nature of the work, you will be required to be on your feet for the duration of the shift and must have the ability to carry out significant manual handling duties such as: making beds, carrying linen bundles, use of heavy floor cleaning machinery, using stairs etc.

**Regular working shifts currently are:**

06:00—13:30 Monday to Friday. 35 hours per week

06:00—12:30 Monday to Friday. 30 hours per week

Whilst the shifts offered represent the regular working patterns, the position requires the flexibility to work any 5 days out of 7, including weekends when requested. In particular, during vacation periods and clean-down periods, the workload can fluctuate and you will be expected to be flexible in the hours you work. You should be able to work additional hours from time to time.

**Stephen Talboys,**

**Director of Estates and Campus Services**
Main purpose of the role

To carry out general cleaning duties, in any areas allocated by the Supervisor or Cleaning Manager, to the required standard and in accordance with agreed service levels.

Key responsibilities

- To carry out general cleaning duties, in any areas allocated by the Supervisor or Cleaning Manager, to the required standard and in accordance with agreed service levels.
- Following training, ensure that cleaning materials and equipment are used in a safe, efficient and cost-effective way.
- Provide cover for absences as required. This could involve working in other areas if necessary.
- Cooperate with the Management Team when random work monitoring inspections are carried out. Comply with any consequent instructions or recommendations.
- Ensure allocated areas are locked and unlocked as directed.
- Occasional movement of furniture as required.
- Maintain cleanliness of fixtures and fittings as required.
- Assist the University in security and energy management programme by ensuring that all lights are switched off and windows closed and locked as appropriate.

Other requirements of the post:

- To take care to safeguard your own safety and that of others. You must not use electrical equipment without having received the correct training.
- Not to interfere with or misuse, anything provided in the interests of Health, Safety or Welfare.
- To immediately report any defects in plant, equipment or the working environment.
- To attend training and development courses as required, including the British Institute of Cleaning Service (BICSc) certificate.
- The ability to communicate effectively with colleagues, managers and customers, and to receive and understand instruction.

Condition of appointment

A number of our cleaning roles are exempt from the Rehabilitation of Offenders Act. If you are appointed to a role that requires an Enhanced DBS clearance you will be asked to declare both unspent and spent convictions.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.
## PERSON SPECIFICATION

### Qualifications

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Essential / Desirable</th>
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</thead>
<tbody>
<tr>
<td>British Institute of Cleaning Services Certificate (BICS)</td>
<td>Desirable</td>
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<tr>
<td>IOSH Working Safely Certificate</td>
<td>Desirable</td>
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<tr>
<td>Customer Care Certificate</td>
<td>Desirable</td>
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</tbody>
</table>

### Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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</thead>
<tbody>
<tr>
<td>Awareness of Health &amp; Safety regarding the use of chemicals and safe methods of working</td>
<td>Desirable</td>
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<tr>
<td>General understanding of cleaning materials, equipment and procedures</td>
<td>Desirable</td>
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### Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Skill, ability, or competency</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to follow instructions and to work as part of a team</td>
<td>Essential</td>
</tr>
<tr>
<td>Good communication skills to enable interaction with staff, students and conference guests</td>
<td>Essential</td>
</tr>
<tr>
<td>The ability to communicate effectively with colleagues, managers and customers and to receive and understand instruction</td>
<td>Essential</td>
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### Personal attributes

<table>
<thead>
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<th>Essential / Desirable</th>
</tr>
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<tbody>
<tr>
<td>Ability to carry out significant manual handling duties such as carrying heavy bundles of linen and using heavy floor cleaning machinery.</td>
<td>Essential</td>
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<tr>
<td>Flexibility to work any 5 days out of 7, including weekends when requested</td>
<td>Essential</td>
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### Additional personal attributes

The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: [DECS values](#).

<table>
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<th>Personal attribute</th>
<th>Essential / Desirable</th>
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<tr>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</td>
<td>Essential</td>
</tr>
<tr>
<td>Have strong team spirit and pride in your standard of work.</td>
<td>Essential</td>
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<tr>
<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
<td>Essential</td>
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DEPARTMENT

Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to live and learn.

Our role is 'to provide services and facilities to the core business of the University and the wider University community'. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University's operational needs.

DECS is split into 5 main areas of service delivery:

**Estates Operations**: Are responsible for the maintenance of the University's Buildings and Grounds, meeting environmental sustainability objectives including the efficient provision of utility supplies and the management of the University's property portfolio. Estates Operations ensure that the University's Estate meets statutory compliance requirements.

**Estates Development**: Manage new building projects and the refurbishment of existing buildings to meet the needs of the University.

**Facilities Service Delivery**: Provide operational services including cleaning, receptions, mail room services and telephony.

**Space management**: Oversee the allocation of University space through managing the University's residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and planning activity.

**Administration services**: Operate the Facilities Helpdesk and provide services for recruitment, training and general administration in support of the other DECS teams.

The overall service levels are monitored by our Facilities Managers who provide the link between DECS service providers and University Departments.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#)

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.

THE UNIVERSITY

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region's leading employers.

For further information please visit [Rewards Extra](#)
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6183
- Complete the online application form. [Paper applications are available on request].

You will need to submit your completed application by midnight (GMT) on 21 November 2017.

What will I need?

We will ask you for details of:

- your personal attributes
- relevant skills and abilities
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to sarah.couttie-cunningham@york.ac.uk

If you have any questions about your application, contact:

janeaspinall@york.ac.uk

+44 (0)1904 322073 or 323376