

Job Description

Cleaning Operative

Reference: P004

Date: May 2026

Job Family:	Property/Property Services
Level:	1
Band:	1
Career Track:	Operational

Job Purpose

Cleaning of designated areas, with products and equipment provided by Facilities Management.

Service Purpose

Integrated Services provides strategic, coordinated, high-quality management of the Council's property portfolio under the corporate landlord model. The service ensures multi-service buildings provide fully maintained, fit for purpose office accommodation and that all Council assets remain legally compliant and safe.

Core responsibilities include facilities management, statutory testing, planned maintenance, day-to-day repairs, and the delivery of Housing Capital Delivery work streams through an in-house team of operatives.

Schools may opt in via an SLA. A 24/7 Property Help Desk supports continuous issue reporting and enables timely, effective service delivery throughout the year.

Duties and Responsibilities

Cleaning Operations

- Undertake general cleaning duties in accordance with the Building Cleaning Services specification and Cleaning Operations Manual, working individually or as part of a team.
- Empty litter bins and remove waste, ensuring appropriate disposal.

Premises Management and Security

- Open and close premises as required, maintaining the security of the building at all times.

Equipment and Materials Handling

- Safely use cleaning equipment, tools and materials in line with operational guidance.
- Monitor, order, receive and securely store cleaning materials and supplies.

Health and Safety Compliance

- Comply with Health and Safety legislation and County Council policies, particularly in the safe use of equipment, materials and working practices.

Flexibility and Deployment

- Provide cover across different sites and undertake duties appropriate to the nature, level and grade of the post.

Training and Development

- Attend and participate in training and development activities as required.

Person Specification

Professional and Technical Requirements

Knowledge, Skills and Experience

- Strength, dexterity and co-ordination to use a range of cleaning tools and equipment.
- Listens, consults others and communicates clearly.
- Reliable and keeps good time.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Responsible:** You take ownership for your decisions. You hold yourself accountable for what you have promised.
- **Efficient:** You convert resources into results in the most efficient and cost effective way.
- **Precise:** You concentrate on detail and make sure everything is accurate and error free.

- **Team Player:** You work well as part of a team and strive to ensure the team pulls together and is effective.

Desirable

- Knowledge of the range of tasks together with the operation of associated tools and equipment.
- Experience in a building cleaning environment.