



Job Description

Job title:	Cleaner Porter
Department/School:	Campus Services
Grade:	2
Location:	University of Bath Campus

Job purpose
<p>Working as part of a team you will be expected to clean and maintain an excellent level of cleanliness within your designated areas.</p> <p>You must have an awareness of health and safety issues and have a thorough and methodical attitude to work.</p>

Source and nature of management provided
<p>Team Leader.</p>

Staff management responsibility
<p>None.</p>

Special conditions
<p>The post holder, due to the nature of the work, must be able to lift and carry a reasonable weight</p> <p>A uniform and footwear will be provided and must be worn, personal protective equipment and training will be provided as appropriate to the post.</p> <p>This is a part-time position working 5 days out of 7 (20 hours per week). A typical work pattern will be 5am-9am Monday to Friday but on alternate weeks will need a Saturday or Sunday shift. When on Saturday or Sunday shift, you will be rota'd a day off in the week.</p>

Main duties and responsibilities	
1	The vacuuming and cleaning of assigned rooms, corridors and toilet facilities, using machines, brushes, mops and dusters as appropriate.
2	Cleaning windows and mirrors.
3	Emptying general waste and recycling bins within buildings and removing to external bin areas.
4	Unlocking and locking of University premises, rooms, offices, etc..

5	Always keep cleaning areas and space clean and tidy and cleaning equipment and materials safely stored away.
6	Report anything in need of repair or replacement to the appropriate person, e.g. your team leader.
7	Be familiar with the required care standards and regulations governing your job.
8	Maintain polite and good communication with your colleagues and staff at all times.
9	Direction of visitors and dealing with general enquiries.
10	To assist with conference connected work, e.g. displaying signs, setting up rooms, assisting conference delegates with their general enquiries.
11	Show initiative to anticipate problems arising with daily duties, conference and examinations work.
12	Removal, repositioning and setting up furniture.
13	Assist with setting up, including laying-out of examination rooms, to include all examination materials required.
14	Clean carpets and windows as requested.
15	Moving of furniture, equipment, printing, etc., across the University campus.
16	Computer work to include completing and reporting repairs as required to Campus Services, and accessing the University's Employee Self Service computer database.
17	Undertake health and safety training to include lifting and carrying as required.
18	Be prepared to receive and undertake further training as required.
19	Duties will be undertaken across all University buildings - post holders should note that they could be requested to change building / work location at any time as required.
<p>The post holder will be encouraged to actively promote energy saving measures to colleagues, whilst at the same time minimising their own environmental impact, using resources with minimum waste and increased recycling.</p>	
<p>The post holder will, from time to time, be required to undertake other duties of a similar nature as reasonably required by their line manager.</p>	

Person Specification

Criteria	Essential	Desirable
<p>Qualifications</p> <p>NVQ2 or BTEC in Cleaning.</p> <p>Good level of numeracy and literacy both in spoken and written English language.</p> <p>Have a basic level of computer literacy.</p>		<p>✓</p> <p>✓</p> <p>✓</p>
<p>Experience and Knowledge</p> <p>Understanding of basic health and safety and COSHH requirements commensurate to the post.</p> <p>Able to work in a physically demanding role and to demonstrate a reasonable level of fitness.</p>	<p>✓</p>	<p>✓</p>
<p>Skills</p> <p>Experience in a similar role.</p>		<p>✓</p>
<p>Attributes</p> <p>Good customer service skills and ability to communicate with staff, students and visitors at all levels.</p> <p>Demonstrate the ability to be flexible in working alone and on own initiative as well as integrate within a team.</p> <p>Show a willingness and enthusiasm to add value to the operation.</p> <p>Smart appearance - a uniform and safety shoes will be provided and must be worn.</p> <p>Able to work additional hours when required.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

Effective Behaviors Framework- Delivering the Experience

Campus Services have identified a set of effective behaviors or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence: Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service: Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving: Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible: Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing: Being aware of how your behavior impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within Campus Services.

Caring: Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork: Building effective working relationships. Working co-operatively with a wide range of interpersonal skills.

Developing self and others: Showing commitment to own development. Seeking and accepting feedback.