



Cleaner x16

Reference: EHS0110-0922
Salary: £20,735 per annum, pro rata
Grade 1, Point 7
Contract Type: Various shift patterns available
Hours: Various shift patterns available
Location: Ormskirk

Accountable to: Head of Estate Management

Reporting to: Site Services Supervisor

About Facilities Management

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 10 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 120,000m² of built environment, including 2500 residential bedrooms. The departmental revenue budget is circa £17m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.

The FM **Mission** – *our purpose*

“To provide consistently high-quality environmental conditions and customer services that support and enable the provision of an outstanding student experience.”

The FM **Vision** – *our aspirations*

“To be recognized beyond the HE sector as a leading professional in-house FM service provider that adds tangible value and actively contributes to the core business – the attraction, recruitment and retention of students.”

The FM **Values** – *guiding our decisions and our behaviour.*

“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”

- Put the customer first
- Be passionate about service
- Act as one team
- Demonstrate responsibility and ownership
- Be confident, receptive and willing to learn

About the role

The Sites Services Department is essential to the smooth running of the University, ensuring that all areas of the University are cleaned and maintained safely and to the highest standard. The Department is comprised of Cleaning, Housekeeping, Portering, Laundry, Window Cleaning and Waste Management Services and constantly strives to achieve excellence in its service provision.

Reporting to the FM Site Services Supervisor, you will be part of a team responsible for delivering and maintaining the highest standards of cleanliness throughout the campus. You will undertake domestic cleaning services in relation to academic and support areas. The role will also provide an excellent service to our students, staff and visitors at all times, that will encourage continual business. It will also help to promote and continually improve the service and standards with the rest of the facilities team.

Duties and Responsibilities

1. Performs cleaning duties in all campus buildings to pre-determined standards and the use of cleaning materials efficiently and economically as directed by the Site Services Supervisor
2. Consistently offers professional, friendly, and engaging service
3. A weekly cleaning schedule will be provided listing the normal routine you will follow. It may be necessary to vary this at the discretion of the supervisor in charge due to differing uses of the building and to cover sickness and holiday absence.
4. Carry out deep cleaning as directed by the Site Services Supervisor.
5. Order stock, and maintain cleaning equipment and supplies
6. To comply with Departmental & University policies and procedures
7. Collect and return the necessary keys for your work area at the start and end of your shift and be responsible for them during.
8. You will be expected to be flexible in your approach and when necessary move to other areas of the campus to clean



9. Inspect all areas under your control and make sure that standards have been met. Record any faults or damages through our CAFM system.
10. Always maintain delivery of service level agreements (SLAs) and work schedules
11. Carry out weekly teaching space inspections and report findings to supervisor
12. Carry out room inspections in residential areas to support your supervisors
13. The successful applicant for this position will take a pride in his/her own work and be enthusiastic about ensuring that the ambience reflects the high academic status of the University. Noticing areas for improvement is key as is responding to simple tasks without direction.
14. Perform additional duties as needed

Customer Service

1. To ensure you always promote the values and behaviours of excellent customer service.
2. Respond to and follow customer requests, concerns and problems to achieve customers satisfaction
3. To engage with internal and external customers at every opportunity, ensuring a 'right first time' approach in all team activities.
4. To ensure that customers are engaged and informed in advance of any issues which may affect them, thereby ensuring all potential disruption is minimised.
5. To engage with the implementation of work schedules which ensure that customer needs and expectations are actively included, whilst ensuring projects are delivered to budget, time and to the right specification.
6. To solicit and utilise customer feedback and satisfaction information to enhance our performance and customer experience.
7. To ensure that all activities are focussed upon raising aspirations, providing an excellent service to customers and meeting their individual needs.

Training & Development

To help individual members of staff to overcome any potential barriers, to enable them to reach their potential, develop their career and achieve their career aspirations within the University. This will be achieved through the following actions:

1. Attend all mandatory training courses along with those identified by your Supervisor as necessary to carry out your job to the best of your ability.
2. Demonstrate a commitment to continuing Personal/Professional Development
3. To discuss and review your individual performance with your supervisor, objectives and achievements (including any potential barriers), and to seek to further enhance achievement and performance.
4. To review learning and development activities undertaken to date with your supervisor to identify and agree appropriate learning, development and training opportunities for the forthcoming year.

Health & Safety

To exercise due diligence in maintaining a safe environment within University buildings through the following actions:

1. All appropriate fire safety measures are provided to maintain a safe environment for, staff, students and visitors.
2. All Site Services staff to attend fire training and accept responsibility for fire safety in their area of work.
3. Reporting all issues of concern to your supervisor or the FM Helpdesk
4. Always wear the correct uniform/Personal Protective Equipment (PPE) issued to you whilst on duty.
5. Comply with all EHU and Departmental policies and procedures, statutory regulations relating to your workplace, this will include but not limited to fire; health and safety; hygiene; working safely; COSHH.
6. Ensure that cleaning equipment is used in the correct manner according to its functions and that equipment is maintained in a safe condition by reporting defects to the Site Services supervisor, as soon as possible.

7. Assist in the general safety/security of the building by reporting immediately to the Site Services Supervisor any equipment that has malfunctioned, electric light bulbs that have failed in corridors /stairways, any slippery floors or stairs or the failure of locks on doors, that are encountered during cleaning operations.
8. Maintain all cleaning, health and Safety documents as always required and work within the Health & Safety at Work Act.
9. Safe working practices – To work in a safe manner using equipment safely and cleaning materials according to instructions; wearing the protective clothing that is provided and maintaining a safe environment for others to work in.
10. To be aware of emergency procedures and fire points and equipment and report all accidents and near misses through the appropriate reporting system.
11. To adhere to infection control policies at all times.
12. To ensure the correct use of PPE.
13. To follow the correct use of colour code systems
14. To ensure that statutory requirements, codes of practice and procedures relating to the Health and Safety at Work and any other relevant enhancements are met in full.

The list of responsibilities is not exhaustive and other duties, appropriate to the grade, may be added or substituted at any time.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Please note, flexibility and willingness to work weekends and cover for corporate events will be required for this role.

Shift Patterns

40-week term-time contracts:

- x3 15-hours per week (1:00pm-4:00pm)
- x2 15-hours per week (4:00pm-7:00pm)
- x1 15-hours per week (5:00pm-8:00pm)

52-week contracts:

- x2 15-hours per week (6:00am-9:00am)
- x1 20-hours per week (4:00pm-8:00pm)
- x1 20-hours per week (06:00am-10:00am)
- x1 20-hours per week (7:00am-11:00am)
- x5 30-hours per week (06:00am-12:00pm)

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	GCSE Grade C or above in Mathematics and English or equivalent		*	A
2.	Cleaning NVQ/BICS qualification		*	A/I
Experience and Knowledge				
3.	Experience in a front-line customer service environment delivering excellent customer service	*		S/I
4.	Knowledge of Health & Safety & COSHH in the workplace	*		I
5.	Basic knowledge and experience using Microsoft Office applications including Excel, Word and Outlook		*	S/I
Abilities and Skills				
6.	Excellent communication skills including the ability to listen carefully and ask the right questions to gain clarification	*		S/I
7.	Display integrity and honesty and high ethical standards	*		I
8.	Ability to meet performance standards without supervision	*		S/I
9.	Reliability including good timekeeping	*		S/I
10.	Good organisational skills	*		S/I
11.	Demonstrate attention to detail and thoroughness	*		S/I
12.	Able to use and maintain industrial equipment e.g vacuums, polishers, scrubber driers		*	I
13.	Ability to effectively respond to customer requests and resolve issues through taking appropriate actions and teamwork	*		S/I
14.	Able to cope with crises and make decisions	*		I

How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Lisa McBretney, Site Services Supervisor at mcbretn@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.