

# Job Description

## Position Details

|                       |                                                   |
|-----------------------|---------------------------------------------------|
| <b>Position:</b>      | Cleaning Operative                                |
| <b>Directorate:</b>   | Children, young people and families               |
| <b>Service:</b>       | Building Cleaning                                 |
| <b>Position no:</b>   | to be confirmed                                   |
| <b>Grade:</b>         | 3 – to be reviewed                                |
| <b>Hours of work:</b> | 3 x 12 hour posts                                 |
| <b>Work style:</b>    | Service Based Worker                              |
| <b>DBS required:</b>  | <b>Enhanced Disclosure with Child Barred List</b> |
| <b>Contact:</b>       | Permanent                                         |
| <b>Date:</b>          | 08.09.2025                                        |

**Politically Restricted?**   ☐ Yes\*   ☒ No

\* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

## About the Position

Reporting to: Assistant Team Leader Building Cleaning

Responsible for: Maintaining cleaning standard of any identified area.

## Principal Accountabilities

1. To clean any designated area to a set standard by the use of chemicals, equipment and machinery.
2. Maintain your cupboard, equipment and machinery by cleaning and correct storage after use.
3. Report immediately any machine faults or health and safety concerns.
4. Place orders when you require replacement chemicals or equipment.
5. Liaison with Site Manager.
6. Any other duties, which may be considered appropriate.
7. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
8. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

## **General Accountabilities**

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

# Person Specification

| Requirements                                                      | Essential (E) /<br>Desirable (D) | Assessment methods:<br>Application (A), Interview (I),<br>Presentation (P), Test (T),<br>Probationary Period (PP),<br>other please specify |
|-------------------------------------------------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>                                             |                                  |                                                                                                                                            |
| Good standard of literacy                                         | E                                | A, PP                                                                                                                                      |
| <b>Experience</b>                                                 |                                  |                                                                                                                                            |
| Cleaning experience                                               | D                                | A                                                                                                                                          |
| <b>Knowledge / Skills</b>                                         |                                  |                                                                                                                                            |
| Able to work as part of a team and using own initiative           | E                                | A, I                                                                                                                                       |
| Good standard of communication                                    | E                                | A, I                                                                                                                                       |
| COSHH and basic Health and Safety                                 | D                                | A                                                                                                                                          |
| Must be willing to attend training                                | E                                | I, PP                                                                                                                                      |
| Must be willing to make decisions when required                   | E                                | A, I, PP                                                                                                                                   |
| <b>Personal Attributes</b>                                        |                                  |                                                                                                                                            |
| Good communication skills                                         | E                                | I & PP                                                                                                                                     |
|                                                                   |                                  |                                                                                                                                            |
| <b>Special Working Conditions / Requirements</b>                  |                                  |                                                                                                                                            |
| Must be prepared to be flexible on occasion regarding shift times | E                                | I, PP                                                                                                                                      |

| Minimum Welsh Language Skill Requirements                                    | Assessment methods:<br>Application (A), Interview (I),<br>Presentation (P), Test (T),<br>Probationary Period (PP),<br>other please specify |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional. | A, I, PP                                                                                                                                   |

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

### Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

| Competencies – Delivering the Service                             | Assessment methods:<br>Application (A), Interview (I),<br>Presentation (P), Test (T),<br>Probationary Period (PP),<br>other please specify |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Plans ahead, organises work in advance                            | I, PP                                                                                                                                      |
| Involves line manager / colleagues in setting and meeting targets | PP                                                                                                                                         |
| Reorganises work when necessary                                   | I, PP                                                                                                                                      |
| Sees tasks through to completion whenever possible                | I, PP                                                                                                                                      |
| Seeks help if workload becomes unmanageable                       | I, PP                                                                                                                                      |
| Uses initiative to report issues that arise that impact on others | PP                                                                                                                                         |

| Competencies – Improvement and Change                            | Assessment methods:<br>Application (A), Interview (I),<br>Presentation (P), Test (T),<br>Probationary Period (PP),<br>other please specify |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Is prepared to try new things & feedback results                 | PP                                                                                                                                         |
| Understands that changes are needed if things are to be improved | PP                                                                                                                                         |
| Finds new and creative ways of doing things better               | PP                                                                                                                                         |
| Actively seeks to develop own skills and knowledge               | I, PP                                                                                                                                      |
| Learns from mistakes & welcomes constructive feedback            | PP                                                                                                                                         |

| Competencies – Providing Excellent Customer Service                                                | Assessment methods:<br>Application (A), Interview (I),<br>Presentation (P), Test (T),<br>Probationary Period (PP),<br>other please specify |
|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Recognises the importance of high standards of customer service                                    | I, PP                                                                                                                                      |
| Is committed to providing an excellent service to all the citizens of Blaenau Gwent                | PP                                                                                                                                         |
| Understands the links between own professionalism and the possible impact on the Authority's image | PP                                                                                                                                         |
| Has a professional attitude that sets an example to colleagues                                     | I, PP                                                                                                                                      |
| Takes pride in own work and that of colleagues                                                     | I, PP                                                                                                                                      |
| Is respectful, courteous and helpful at all times                                                  | I, PP                                                                                                                                      |

| Competencies – Team working                                                           | Assessment methods:<br>Application (A), Interview (I),<br>Presentation (P), Test (T),<br>Probationary Period (PP),<br>other please specify |
|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Reacts constructively to others' suggestions and requests                             | PP                                                                                                                                         |
| Recognises potential value of others' opinions and actively seeks their contributions | I, PP                                                                                                                                      |
| Asks for help when necessary                                                          | PP                                                                                                                                         |
| Actively seeks to help others                                                         | PP                                                                                                                                         |
| Is aware of the impact of own behaviour on others                                     | I, PP                                                                                                                                      |

| Competencies – Communicating                                                      | Assessment methods:<br>Application (A), Interview (I),<br>Presentation (P), Test (T),<br>Probationary Period (PP),<br>other please specify |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Adapts content and style to help others understand                                | PP                                                                                                                                         |
| Makes sure that people are regularly informed                                     | PP                                                                                                                                         |
| Uses appropriate language, gestures and tone when talking with others             | PP                                                                                                                                         |
| Checks others have understood & seeks advice when necessary                       | PP                                                                                                                                         |
| Actively seeks to improve all forms of communication with others                  | PP                                                                                                                                         |
| Communicates professionally by using formal channels appropriate to the situation | A, I, PP                                                                                                                                   |

To find out more about working for Blaenau Gwent County Borough Council, visit [www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)