STROUD DISTRICT COUNCIL
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JOB DESCRIPTION
August 2026

Designation:	**Cleaning Officer**
Grade:	**Stroud 1**
Hours:	**20 Hours per Week**
Location:	**Active Lifestyles Stroud**
Job Purpose:	To assist the site management to provide a clean and safe centre for use by members of the public.
Responsible to:	**Duty Manager**
Responsible for:	**No supervisory responsibility**

KEY DUTIES

- Complete cleaning tasks as detailed in the schedule and good housekeeping guide to exceed customer expectations.
- Ensure all areas of the centre are clean and well presented for our customers.
- Support the increase if customer satisfaction in the area of cleanliness as measured by customer feedback and NPS scores.
- Take appropriate actions when faults are identified by following reporting procedures and H&S guidelines.
- Clearly communicate daily/weekly cleaning shortfalls explaining reasons expected standards were not reached.
- Provide weekly stock take of cleaning materials to centre management,
- Ensure cleaning products are secured to always prevent unauthorised access.
- Maintain cleaning store in a clean and tidy condition as per published plans.
- Ensure that the centres waste and recycling policies are implemented and promote good customer/colleague culture in this area.
- Always follow and enforce normal operating & emergency operating procedures.
- Ensure all energy reduction action plans are adopted and followed throughout each shift.
- Support the centres work towards Quest accreditation, ISO 14001/18001 and other awards.
- Promote a positive attitude and brand cultural adoption as valued member of the team.
- Have broad knowledge of the facility programme and operations and use this to respond to customer enquiries to promote a positive customer experience.
- Undertake training appropriate to both your role and to enable you to be an active member of the wider team.
- Carry out occasional additional duties as defined by the site management team.

SKILLS AND KNOWLEDGE

- Experience of working in a customer facing role
- Excellent communication skills
- A critical eye for detail and the ability to act on own initiative to achieve goals.
- Ability to undertake work consistent with a comparatively basic knowledge and skills requirement, which encompasses a range of tasks involving the application of readily understood rules, procedures or techniques.

COMPLEXITY AND CREATIVITY

- Responds to straightforward queries and complaints.
- Assist your manager in ensuring that a positive team ethos is engendered and maintained.
- Be a positive team member.
  Work with very little opportunity for creative or innovatory thinking.

JUDGEMENT AND DECISIONS

- Work is carried out within clearly defined rules or procedures and advice is available if required.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

RESOURCES

Little or no responsibility for physical or financial resources.

MISCELLANEOUS

- Basic DBS check required

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake appropriate duties, in line with role and training, to support the Council's obligations under the Civil Contingencies Act.
- To undertake all appropriate duties required to meet the Council's safeguarding obligations according to the Children's Act (2004), Working Together to Safeguard Children Statutory Guidance (2018), the Care Act (2014) and the Care and Support Statutory Guidance (2014), Mental Health Capacity Act (2005), and Deprivation of Liberty Standards (2007).

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.