Job Description

Position Details

Position:	Cleaning Operative
Directorate:	Neighbourhood and Environmental Services
Service:	Building Cleaning
Position no:	Various
Grade:	3 – to be reviewed
Hours of work:	Various – Relief
Work style:	Service Based Worker – Various locations throughout Blaenau Gwent
DBS required:	Enhanced Disclosure with Child Barred List
Contact:	Tina Aplin
Date:	28/05/2025

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 positivity 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) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
Good standard of literacy	E	A / PP
Experience		
Cleaning experience	D	A
Knowledge / Skills		
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
Personal Attributes		
Good communication skills	E	I / PP
Special Working Conditions / Requirements		
Must be prepared to be flexible on occasion regarding shift times	E	I / PP

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), 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: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), 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: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), 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: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), 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: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), 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: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), 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