



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Resources

AREA/DEPT: Corporate Assets

FAU:

SECTION: Facilities Services

JOB TITLE: **CLEANING OPERATIVE**

REPORTS TO: Cleaning Services Supervisor

CURRENT RANK/GRADE: **AA**

DATE: June 2020

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To provide an effective and efficient cleaning service to Police premises as pre-determined by the agreed force Cleaning standards.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Clean all designated areas, as determined in the cleaning performance indicators and Service Level Agreements effectively and efficiently to maintain a clean environment for customers.
- b) Use equipment, cleaning machines and techniques as directed by Cleaning Supervision and management to effectively clean all areas.
- c) Use only approved cleaning materials and janitorial supplies as directed by Cleaning Supervision to effectively clean Police premises.
- d) Work individually or as part of a team to achieve a clean environment at the locations required and where required the lone working policy will be in place.
- e) Attend and complete any necessary training courses to ensure working practises comply with all legislative requirements, Force Policies and Cleaning requirements.
- f) Implement such Health and Safety instructions as may be issued by Cleaning Supervision with regard to cleaning equipment, cleaning materials, cleaning frequencies and / or cleaning methods to ensure a safe environment for users of the premises.

- g) Comply with Work Schedules or other instructions issued by Cleaning Supervision with regard to cleaning frequencies to ensure the agreed standard of cleaning is delivered.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Communication skills are essential to enable the post-holder to carry out duties in line with requests from Cleaning Services Supervision and / or Management and Customers.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

No

4. RELATIONSHIPS:

(a) Supervisory responsibilities:

None

(b) Supervision Received:

Regular contact with Cleaning Services Supervisor and in their absence the Manager.

The Cleaning Services Supervisor will be the first point of contact to provide guidance or instruction.

(c) Other Contacts:

(i) Within Merseyside Police:

Police Officers and Police staff of all ranks and grades on a daily basis.

(ii) Outside Merseyside Police:

Members of the public occasionally.

5. CONTEXT:

(a) Operating Environment: (Services provided, work patterns, who are the customers).

Maintain a clean, safe and pleasant environment for all users of Police premises.

The post of Cleaning Operative is contracted to work at a base station however will also be required to work at other locations providing resilience to abstractions. The employee will be required to travel between these locations as required by Cleaning Services Supervision or Management to provide the cleaning service required. Any travelling costs over and above commuting to the standard base station will be re-imbursed.

The service must be provided between 6.00 a.m. – 9.15 pm. and may be required at week-end and on Bank Holidays.

- (b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Agreed Cleaning standards

Security arrangements in individual locations.

If using a privately owned vehicle to travel between working locations, the appropriate level of private insurance cover would be necessary.

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: None

Staff: None

Other: None

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

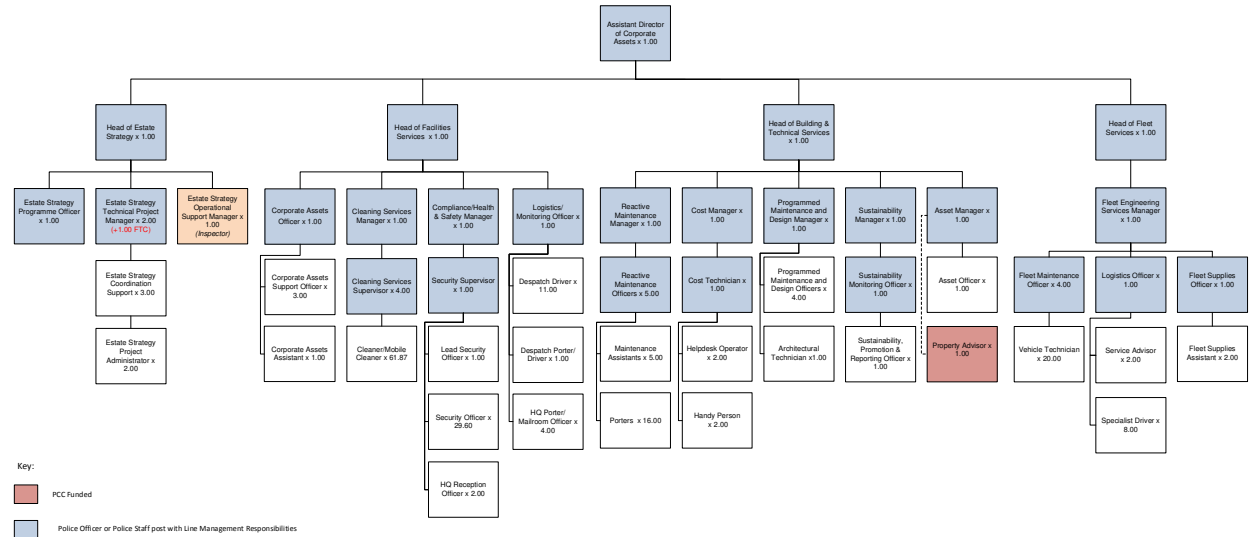
Achieving approved cleaning standards

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn