



Job Description

Job Title:	Cleaner		
Department:	Facilities	Location:	Thurso
Grade:	Living Wage		
Report To:	Facilities Team Leader		

Job Purpose:

To undertake the cleaning of the College to ensure a high standard cleaning service is provided in compliance with Health & Safety Regulations.

Context

Key Accountabilities

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

1. To clean sinks, toilets and shower areas and spray and wipe all hand contact surfaces daily.
2. To vacuum all carpeted areas.
3. To brush, mop and deck scrub non carpeted areas including stairs, landings, kitchen and toilet areas as directed.
4. To use scrubber/drier machine as instructed.
5. To damp wipe and dust windowsills.
6. To damp wipe, dust and polish furniture.
7. To empty wastepaper bins daily.
8. To clean computer screens in public use.
9. To clean door glass and mirrors.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale

- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

Criteria	Essential	Desirable
Qualifications		
Experience		Experience of cleaning services preferred
Knowledge & Skills		
Personal Qualities*	<ul style="list-style-type: none"> • Ability to act as ambassador for the College in high level external contexts • Also: see personal attributes framework 	
Other	<ul style="list-style-type: none"> • Commitment and ability to undertake and/or continue professional development in a relevant discipline • Be willing to work flexible hours when necessary to meet requirements of the post • Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 16 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a part-time, permanent post.
Salary	The salary for this post is currently on the Living Wage hourly rate of £13.45 per hour, £24,479 per annum, pro-rata.
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Thurso Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

