

JOB DESCRIPTION

JOB TITLE:	Mall Attendant – Building Cleaning Service
DIRECTORATE:	Leisure Culture and Community Wellbeing
JOB EVALUATION NUMBER:	A12784
BAND:	2
RESPONSIBLE TO:	Building cleaning team Leader
RESPONSIBLE FOR:	N/A
MAIN PURPOSE OF POST:	To maintain the cleanliness of the public areas of the Pavements Shopping Centre To maintain the cleanliness of the operational areas of the Pavements Shopping Centre (management suite, staff rest rooms etc.)

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	General cleaning tasks as directed including sweeping using brushes and dust control mops, wet mopping floors, vacuum cleaning and spot cleaning carpets, power scrubbing/polishing floors, cleaning toilets, urinals, wash hand basins, showers etc., wall cleaning, carpet cleaning, window cleaning, dusting, wiping/polishing and replenishing consumable items, e.g.soap, toilet rolls etc.
2.	Empty waste / litter bins and remove rubbish.
3.	Open and close premises as necessary, ensuring security of building is not compromised.
4.	Ensure compliance with Health and Safety legislation and Council policies in all aspects but especially when using materials, tools and equipment.
5.	To answer enquiries from Mall tenants and visitors and to signpost them to other council officers or departments as appropriate
6.	To be aware of and implement evacuation procedures in the case of an emergency
7.	Any other duties commensurate with the grading of the post.

GENERAL – To be aware of and implement the following:

Equalities

The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct

All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health and safety

To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development

The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection

All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults

The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Special features of post

Political Restriction	NO
Vetting Checks e.g Disclosure and Barring Service (DBS)	NO
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES
You may be required to carry out those duties at your present workplace or at another council venue.	YES

Job description

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work of the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Mall Attendant- Building Cleaning Services
DIRECTORATE:	Leisure, Culture and Community Wellbeing
JOB EVALUATION NUMBER:	A12784
DATE:	March 2023

KNOWLEDGE / SKILLS / ABILITIES

Essential

Essential knowledge, skills, and abilities	Assessment method
	Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Strength, dexterity and co-ordination to use a range of cleaning tools and equipment and carry out the full range of cleaning duties.	Application Form
Committed to the provision of quality services to achieve customer satisfaction.	Application Form
Adaptable to change by adopting a flexible and cooperative attitude.	Application Form
Able to take responsibility for keys, setting of alarms and security in the various locations of work as required.	Application Form
Knowledge and experience of chemicals, and operation of electrical cleaning equipment, COSHH regulations.	Application Form
Maintain an awareness of surroundings and safe working methods	Application Form

EXPERIENCE

Essential

Essential experience	Assessment method
Team Working	Application Form

Desirable

Essential experience	Assessment method
Previous building cleaning or maintenance experience	Application form

QUALIFICATIONS

Essential

Essential qualifications	Assessment method
Basic literacy and numeracy skills	interview

Desirable

Desirable qualifications	Assessment method
Full driving licence	Application form
Industry specific training/qualifications	Application form

OTHER REQUIREMENTS

Essential

Essential qualifications	Assessment method
To display the council's values and behaviours when carrying out the job role	Application Form, Interview

To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

COMPETENCY REQUIREMENT

Seeing the big picture

Level: 1

Assessed at: Interview

Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.

Changing and improving

Level: level 1

Assessed at: Interview

People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.

Making effective decisions

Level: 1

Assessed at: Interview

Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.

Leading and communicating

Level: 1

Assessed at: Interview

At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.

It's about championing difference and external experience and supporting principles of fairness of opportunity for all.

Collaborating and partnering

Level: 1

Assessed at: Interview

People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.

Developing self and others

Level: 1

Assessed at: Interview

Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.

Delivering value for money

Level: 1

Assessed at: Interview

Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.

Managing a quality service

Level: 1

Assessed at: Interview

Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.

Delivering at pace

Level: 1

Assessed at: Interview

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.