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**Facilities Cleaning Assistant**

**GRADE 2**

**Job Purpose**

To provide flexible cleaning services as part of the Zone Facilities Services Team by ensuring facilities are maintained in a clean/hygienic condition. Deliver a responsive, customer focused service by demonstrating teamwork, high productivity and a quality service.

**Main Duties and Responsibilities**

1. Provide economical planned and reactive cleaning support to a defined standard within the Zone, including cleaning all areas as per cleaning specification.
2. Ensure own personal safety and that of others by following safe working practices, attend safety briefings and adopt a safety first approach by wearing protective clothing/workwear as issued.
3. Deliver a friendly, customer focused service, responding to enquiries from staff, students and visitors and wear University branded workwear as issued to promote a positive University image.
4. Empty waste and recycling receptacles, transferring waste to designated disposal points, and restock consumables.
5. In accordance with the Key & Access Control Management policy, uplift and return building keys and operate alarms when unlocking facilities where access is required for cleaning purposes or opening the buildings are required.
6. Report faults/difficulties with equipment to the Duty Manager, and maintenance issues to the Estates Helpdesk.
7. Report security breaches or emergencies within the Zone to the Duty Manager or Security Duty Manager and assist with emergency procedures as directed. Assist with fire management procedures as required by acting as fire safety assistant to support building users in the event of a fire alarm or evacuation, directing them to the nearest fire exit.
8. Support emergency cleaning, ensuring that body fluid and other emergency spillages and graffiti removal is dealt with in accordance with agreed procedures.
9. When required support:
   1. Facilities colleagues with resetting rooms for lectures/events and ad-hoc portering duties.
   2. Gritting and snow clearing duties at building entrances.

**Qualifications**

Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role. Or: Minimum Scottish Credit and Qualification Framework level 3 in English and Mathematics (National 3) or equivalent.

**Knowledge, Skills and Experience**

* Ability to complete training following on from induction training, relevant refresher training on the duties associated with the post as required, and complete training on health and safety policies and procedures including but not limited to, fire safety, COSHH, manual handling.
* Some knowledge and/or experience of cleaning/facilities duties and an understanding of the standards required in various work environments.
* Ability to use cleaning materials and to safely operate mechanical/electrical machinery.
* Numeracy skills, the ability to read written instructions, and communicate and exchange information verbally in English, to enable safe use of cleaning products and machinery.
* Customer service skills and experience of positively engaging with customers.
* Self-motivated with the ability to plan and organise own duties effectively and efficiently to meet service requirements.
* Basic IT skills and/or the ability to use email and online tools.