



Job Title	Cleaning Operative
Reports to	Cleaning Supervisor and Operations Services Team Leader
Direct Reports	None
Hours of Work	Working hours are 15 hours per week (1630-1930 Monday to Friday). Additional cleaning hours may be required at times. Some cleaners will have the opportunity to do a morning shift as well, this is generally (0700-0900 Monday to Friday) Please note that this is a term time contract + 18 days in School Holidays for Deep cleans.
Holidays	Holidays are to be taken during School Holidays.
Probation	In accordance with School policy, this appointment will be subject to a six-month probationary period.
Medical Report	The offer of appointment at Wisbech Grammar School will be conditional upon the provision of a medical report, which satisfies the School. Please note that all School buildings operate a no-smoking policy.
Benefits	Wisbech Grammar School provides <ul style="list-style-type: none">• Defined Contribution Pension Scheme to which the employer provides a 5% contribution to match the 5% employee contribution• Childcare voucher scheme• Fee discounts for dependent children.
Safeguarding	Wisbech Grammar School Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all its staff and volunteers to share this commitment. The post holder must be willing to undergo child protection screening, including reference checks with previous employers and a criminal record check with the Disclosure and Barring Service (DBS)
Data Protection	In the course of employment at Wisbech Grammar School, staff may have access to confidential information relating to pupils and their families and are required to exercise due consideration in the way they use such information. Staff should not act in any way which might be prejudicial to the School's interest. Information which may be included in the category covers both the general business of the school and information regarding specific individuals. A strict code of confidentiality must be adhered to at all times. Wisbech Grammar School is registered under the Data Protection Act 1984 and staff must not at any time use the personal data held by the school or disclose such data to a third person.



Principle Role

The School Facilities team are responsible for all school facilities, ensuring they provide an environment that is safe, clean and inspires Staff and Pupils. The Facilities team duties are split between 3 sections, Operations Services, Estates Services, and Transport Services. The Role of Cleaning Operative is within the Operations Service Team and reports to the Cleaning Supervisor. The team currently consists of 18 cleaning and Housekeeping staff.

We are seeking an experienced, Cleaning Operative to join our Cleaning team whilst contributing and supporting across the whole Facilities team, staff, pupils, visitors, external bookings and all school users.

Initiative and flexibility will be key attributes of the successful candidate. Initiative is required to ensure the impact of issues arising are analysed and managed, and where needed information passed onto the Operations Services Manager for appropriate action to be taken as necessary. Proactivity is required to ensure processes are continually under review to deliver high quality services across your team, and provide timely and useful information to aid whole school decision making.

The School is very busy and involves periods of working to tight deadlines and schedules. It offers diverse and varied duties and a friendly and supportive staff.

To act as an ambassador for Wisbech Grammar School in promoting the School positively when interacting with pupils, parents, staff and visitors.

This list of duties and responsibilities is not exhaustive; it is an indication of the main areas of focus and responsibility. It may be amended in consultation with the holder without change to the level of responsibility or remuneration appropriate to the post. A typical day list of duties is attached to this document.

House Keeping

- 1 The school now have international boarders who live in boarding houses at the school during the school terms and some holiday periods, as this develops further the school will need to employ additional Housekeepers. The Housekeepers work during the day. The Cleaning Operatives may at times be needed to cover Housekeeping duties.

School Cleaning

- 2 The school cleaning team work on 2 shifts, early morning (0700-0930) and evening (1630-1930) they generally only work term times and some holiday weeks for deep cleans, but as the school develops boarding and expands the external bookings the need for additional cleaning hours may be required.
- 3 Cleaning duties include, classrooms, toilets and changing rooms, staff rooms, circulation areas, refectory, pavilion, 6th form centre, sports hall, assembly buildings, offices, maintenance workshop and DT workshop.
- 4 We rotate staff generally on a termly basis so that they get to know all areas of the school and the specific cleaning needs in these areas.



- 5 You will need to be flexible as at times we need to cover sickness and a changing school calendar and move staff to the areas where additional resources are required.
- 6 Deep cleans will be required over some of the Holiday periods.
- 7 You will be trained on the school cleaning equipment, and also on cleaning methods, materials and chemicals used at the school. You will need to follow this training at all times.

Help desk

- 8 The school will be creating a help desk for all school users to log requests for services, this will include additional cleaning and portage tasks needed, when these are allocated to you it is essential that you prioritise this work to complete it in a planned and timely manner.
- 9 You will be encouraged to report any issues that you notice when working in the school.

Health & Safety

- 10 Ensure you read and follow all COSHH, Risk Assessments and Method statements (RAMS) relevant to the materials and task being completed.
- 11 Ensure you are fully trained on the equipment and understand the COSHH for the Materials used, if you have any areas of concern review these with your line manager who will provide you with further training.
- 12 As part of the school locking up procedure Cleaning Operatives should close windows and turn off lights (if rooms are locked when you arrive to clean ensure they are locked when you have completed the cleaning).
- 13 Be available to support other cleaning staff where areas need additional cleaning.

Meetings

- 14 Attend evening team meetings in staff room, 1-2-1 Meeting with Operations Services Team Leader, monthly staff meetings, these meetings are arranged by others.
- 15 You are encouraged to raise any issues or ideas that you may have at the monthly department meetings.

Staff

- 16 Encourage individuals to have a positive approach, help build the team and support each other.

Other

- 17 Any other tasks of a similar nature which might reasonably be requested by the Senior Team.



Person Specification			
Attributes	Criteria	Essential	Desirable
Knowledge and Experience	Computer Skills in Excel, Outlook, Word		x
	Experience of working in cleaning team in complex buildings		x
	Experience of working as a Caretaker / Porter		x
	Experience of working in an educational setting		x
	Knowledge of the latest cleaning materials and techniques		x
	Excellent record keeping		x
	Excellent communication skills including adjustment to meet the needs of the target audience (staff, teachers, parents, pupils)	x	
	Able to communicate accurate, timely and digestible information to senior staff together with explanations and recommendations	x	
	Able to deal confidently with internal and external people, in person, by phone and by email	x	
	Excellent numerical and literacy skills		x
Personal job related skills	Desire to continually improve in all that is done	x	
	Management of a diverse workload, prioritise and keep to deadlines	x	
	Ability to work on own initiative and as part of a team when required	x	
	Flexibility to react to the high pace demands of school life	x	
	High professional standards	x	
	Energetic, enthusiastic and hard working	x	
	Good sense of humour and endless patience	x	
	Understanding and appreciation of confidentiality	x	



Person Specification			
Attributes	Criteria	Essential	Desirable
Qualifications	NVQ Cleaning skills	x	
	GCSE Maths , English		x
Other	Commitment to the priorities and values of the School	x	
	Understanding, acceptance and commitment to the school's policies on equal opportunities, health and safety and quality assurance.	x	
	Knowledge and understanding of customer care and commitment of excellent customer care throughout the school.	x	
	As the role requires moving and lifting and can be physically demanding at times, you need to be physically fit and in good health.	x	



Typical Cleaning Operative duties and location

Time	Location	Normal Duties	Who
General Evening Duties			
1615-1630	Staff room	Pre start coffee break. Meet with the team as they arrive. Discuss any variations to normal work patterns with the Supervisor. Agree with the Custodian where support is needed. Do a visual check of the equipment you will be using to ensure it is safe.	Cleaning supervisor, Custodian Cleaning Operatives
1630-1915	Various locations	Start cleaning in your specified area, you may be working individually or as part of a small team depending on the area you are allocated. Remove rubbish as early as possible in your shift to allow it to be taken to the central waste area by the Custodian.	Cleaning Operatives, Custodian
1915-1920	Various locations	Check lights are turned off, windows closed and any mobile heaters turned off. Lock doors to classrooms if required.	Cleaning Operatives
1925-1930	Staff room	Return to staff room, put away all cleaning equipment, pass on any areas of concern to the supervisor and sign out.	Cleaning Operatives
1930- 1945	Car park	Any staff that would like escorting to the car park are escorted by the night guard.	Night Guard