



Job description	
Job title	MSO
Grade	A SCP 1
Directorate	Commercial Services
Section/team	Commercial Services
Accountable to	Contract Manager
Responsible for	Cleaning schools and KMBC buildings
Date reviewed	18/11/22

Purpose of the Job

To cleaning provision across a range of buildings within the Borough to meet fluctuating service requirements. To work as part of a team, to provide an effective Building Cleaning service to ensure that the service output specifications and standards of performance are achieved.

There is a requirement that the post holder will be flexible in order to ensure that resources can be focused in areas of highest priority to support the needs of the service.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To provide cleaning support, ensuring that all establishments are kept in a clean and hygienic condition, and that daily cleaning tasks such as:
Vacuuming
Buffing
Cleaning of sanitary-ware
Damp Wiping
Mopping
Emptying waste bins
2. To inform the relevant supervisor immediately of defects in equipment or of premises not meeting Health and Safety Standards.
3. Participate in the training and development process and attend training courses that have been identified as relevant to the position.
4. Ensure compliance with the Quality Assurance standard of the sector.
5. Ensure work is completed in specified timescales.



6. To understand the standards laid out in the councils Customer Care policy.
7. To promote the service in the line with the departments Best Value Improvement Plan.
8. Establish and maintain effective communications with all contacts.
9. To contribute towards developing and maintaining positive, constructive and effective working relationships through attending team meetings and group discussions to improve communication.
10. Positively promote the image of the organisation.
11. To promote a welcoming and friendly environment for service users and visitors.
12. To carry out cleaning duties in the most effective, efficient and economic manner available.
13. To participate in the staff review and development process.
14. Co-operate with other team members and colleagues in order to develop and maintain effective working relationships.
15. This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken. To take all necessary action to ensure that the output specifications are achieved and standards of performance are maintained.

Mandatory Training to be undertaken

Cleaning induction

Health and Safety Training

Manual Handling and Lifting Awareness

Control of Substances Hazardous to Health (C.O.S.H.H)

Relevant equipment chemical training

Health and Safety

1. To use equipment as instructed and trained
2. To work at all times in a manner that will ensure their own personal safety and that of others, including reporting of identified hazards.
3. To wear at all times the Protective Clothing provided.
4. To inform management of any health and safety issues that may place individuals in danger
5. Ensure compliance with corporate policies and procedures including but not limited to Equal Opportunities.

Data Protection and Information Security

1. Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
2. Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
3. Report actual or potential security incidents.



Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.