**Cleaning Recruitment & Training Officer**

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| About Aberdeen City Council |
| **Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.** The [Local Outcome Improvement Plan 2016 – 2026](https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](http://communityplanningaberdeen.org.uk/useful-links/), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen: * Prosperous Economy - Aberdeen has a flourishing, thriving and successful local economy.
* Prosperous People - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
* Prosperous Place - People experience Aberdeen as the best place to invest, live and visit.
* Enabling Technology - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on: * Empowering staff to meet priority outcomes
* Empowering the communities, we serve to be self-sufficient
* Early intervention and prevention of harm to the people, place and economy of Aberdeen
* Connecting with citizens, customers and partners through our use of digital
* Using data and information to help us understand the demand on the Council and how we can better meet our outcomes
* Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams.  |
| About the Operations Function  |
| The function brings together the leadership of Aberdeen City Council’s ‘in-house’ delivery functions. It is deliberately aimed at the removal of service specific silos and behaviours and charged with joining up our delivery, adapting to meet demand and continuous operational improvement. Services are commissioned through the Commissioning function. |
| About the Operations & Protective Services Cluster |
| The cluster has responsibility for the delivery of frontline services relating to the cleanliness and functionality of the city, the properties and the green spaces which sit within it, the infrastructure which allows people to move around the city and the services which provide citizens with protection and assurance. The services which sit within this cluster are Bereavement Services, Building Services, Environmental Services, Facilities Management, Fleet and Transport, Operational Health & Safety, Protective Services, Roads & Infrastructure Services and Waste Services. |
| About the **Facilities Management** Team  |
| The team deliver a range of ‘Soft’ Facilities Management services within properties across Aberdeen City Council’s non-housing operational property portfolio, targeted cleaning services within both the housing portfolio & for external clients and Passenger Transport services. The full range of services delivered are Education Catering, Cleaning (housing and non-housing), Distribution (mail and non-person transportation), Janitorial & School Crossing Patrol (schools only), Office & Building Management (at Council headquarters premises and city centre multi-storey car parks) and Passenger Transport (Public, Education, Social Care and Demand Responsive passenger transport) services. |

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| About the Role |
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| Job Title | Cleaning Recruitment & Training Officer |
| Pay Grade | TBC |
| Location | Aberdeen City Wide |

The purpose of the role is to lead on the recruitment processes on behalf of the service. Maintenance of systems for management of vacancies, organising and participating in interview and selection, developing, planning and delivering all induction, mandatory, refresher and newly identified training which employees of the service require to be able to deliver their roles safely and efficiently, with all the skills they require to be able to do so |

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| Key Outcomes and Task Examples |
| The post holder will deliver the following outcomes:  | Examples of related tasks: |
| A full complement of employees within the budgeted FTE for the service | * Maintenance of Master vacancy file
* Shortlist candidates for interview
* Organise, arrange and participate alongside Team Leader in interview and selection
* Complete all recruitment systems and paper work post interview of candidates both successful and unsuccessful.
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| Maintenance of systems pertaining to management of vacancies and in recruitment and selection process of cleaning keyholders. | * Liaise regularly with Team Leaders & Cleaning Manager to maintain vacancy folder.
* Identify when necessary to begin recruitment.
* Shortlist on Talentlink
* Completion of Talent link after interviews
* Ensuring all documentation is in place before starting new employees
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| Organise and deliver the robust induction training programme for all incoming new employees | * Complete New Start memos,
* Organise Induction and liaise with new employees re start dates.
* Organising staff uniform and badges
* Delivery of Induction training
* Organise in conjunction with Team Leader follow on training on site for new employees
* Provide feedback on individuals
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| Development and delivery of a robust programme of all mandatory and service refresher training for all service employees | * Development of system for delivering all training to cleaning staff across the City. Paper based and digital delivery will be required due to large staff group some with limited digital access and ability.
* Development of system/database to record training provided to cleaning keyholders
* Identify areas where training can be delivered across sites in the City
* Identify training dates and resources required to deliver training in line with mandatory and statutory requirements.
* Maintenance of training database to provide reports on completion/ participation percentages.
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| Role Requirements  |
| This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements. |
| Minimum Qualification(s) / Certificates / Memberships etc. required | * A British Institute of Cleaning Science (BICSc) qualification or 2/3 years relevant demonstrable experience in supervisory post as minimum.
* The ability to manage and motivate staff
* An appropriate level of health and fitness to carry out manual front-line service delivery tasks in a safe and competent manner
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| As a minimum, demonstrate skills and experience in | * Cleaning processes and the use of cleaning equipment and materials
* Manual handling processes
* Working both as part of a Team and having the ability to use one’s own initiative
* Demonstrate ability to organise tasks and /or groups of people
* Demonstrate confidence in leading and coordinating of processes and systems
* Have ability to deliver training to large groups of staff
* Ability to communicate at all levels
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| As a minimum, demonstrate an understanding of | * Risk Assessment of cleaning processes
* The Control of Substances Hazardous to Health (CoSHH)
* Infection and Prevention Control Practices
* The English language, both written and oral, for Health & Safety and operational requirements.
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| Demonstrate commitment to | * Delivering outcomes for the citizens of Aberdeen
* The welfare needs of all customers
* Undertaking all mandatory training as defined by the organisation and any other training as defined by the service
* Continuous improvement of service delivery
* Personal development
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| Other requirements | * The need to travel to locations around the city to meet the requirements of the role
* Potential to work at multiple sites per day
* Full PVG certificate
* Requirement to undertake immunisation for health & safety purposes
* Full driving license and the willingness to undertake driving vehicles supplied to transport yourself and co-workers to sites across the City.
* The ability to lift heavy/awkward objects
* Flexibility in working hours to ensure all staff are captured.
* Maintain confidentiality
* Manage own workload & diary
* Be adaptable to cope with change
* Be able to identify and rectify issues
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| Our Guiding Principles |
| We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other: |
| Purpose  | We care about our purpose, our people and our city |
| Pride | We take pride in what we do and work to make things better |
| Team | One team, one council, one city |
| Trust | We trust each other and take responsibility |
| Value | We value each other and recognise a job well done |

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| Function | Operations |  Version Date | 26 May 2021 |
| Cluster | Operations & Protective Services | JE Number |  |  Capability Framework Level | 2 |