



B O S T O N BOROUGH COUNCIL

Municipal Buildings, West Street, Boston, Lincolnshire, PE21 8QR



Public Conveniences Attendant

Closing: Midnight on 17th February 2018

Contents

ADVERT	2
JOB DESCRIPTION & PERSONAL SPEIFICATION	2

Further Information and guidance on completing your application is available in the Application Information and Guidance booklet.

Please note we do not accept CV's.



Public Convenience Attendant

27 Hours per Week

Starting Salary: £11,966.77 per annum (£8.50 per hour)

We are looking for a flexible and motivated individual to join our small team of public convenience attendants. Working across the town, you will attend to the opening, closing and cleaning of our facilities including those provided as part of the Community Toilet Scheme.

We require high standards of customer service and want someone who takes pride in delivering excellent cleaning standards. You must be happy to work on your own and as part of the team and able to offer flexibility with regards to the hours and days you can work.

This is a part time, 27 hour role with normal hours of work on a Monday, Wednesday and Saturday each week however, hours across the team are on a shift rota basis over seven days each week and overtime is available to cover for absence and at peak times which you should be willing and able to provide. Hours will include evenings and weekends (with pay enhanced).

Previous experience of working in a cleaning environment/ role would be an advantage as would a full UK driving licence. Full training and site orientation will be provided to the successful applicant and the successful candidate must be willing to undertake regular training/ development activities.

In return for your commitment and enthusiasm we can offer an attractive benefits package including:

- Family friendly benefits
- Career average pension scheme
- Generous annual leave entitlement

If you would like an informal discussion about the post please contact Paul Grant on 01205 314255 or email your questions to paul.grant@boston.gov.uk

For further information, please visit our website at www.boston.gov.uk. If you require assistance please contact People Services on 01205 314204.

Please note that the Council does NOT accept CVs as application for posts.

Closing date: Sunday 17th February 2019



JOB DESCRIPTION & PERSONAL SPECIFICATION

Boston Borough Council		
Job Description		
Directorate Environmental Operations	Service Bereavement & Cleaning	
Job Title Public Conveniences Attendant	Grade 2	
Reports to Principle Officer – Bereavement & Cleaning	Responsible FOR n/a	
Is this post eligible for a DBS check? NO Boston Borough Council will re-check employees, as a minimum, at 3 yearly intervals.		
A Purpose of job:		
1	To assist in the cleaning and maintenance of all public toilets within the Borough of Boston.	
2	To collect, deliver and account for cleaning materials, stores and internal mail to and from Council locations as required and be responsible for the allocated vehicle.	
B Main responsibilities, tasks and duties		
1	To provide a comprehensive high quality cleaning service for the public toilets, driving and walking between locations as appropriate.	
2	To maintain stock levels of cleaning materials for ready use at each location, using the Council vehicle provided.	
3	To be aware of, and understand the rules regarding the operation of equipment supplied, and to be aware of all regulations and good practice advice with regard to the correct use, storage and disposal of cleaning materials in use.	
4	To carry out light maintenance tasks, <i>for example</i> : Painting out or removing graffiti, fixing toilet roll holders, soap dispensers and toilet seats in place, changing light bulbs, re-fixing loose tiles, clearing blocked drains and pumps where possible and where training has been given and risks assessed.	
5	To wear uniform and safety clothing at all times whilst at work.	
6	To report to the Supervisor any instances where vandalism or damage has occurred or faults,	



	failures in systems are noted
7	To ensure that members of the public are treated courteously at all times.
8	To report, as a matter of urgency, any instances relating to the safety of employees or members of the public.
9	To be aware of and to ensure adherence to all relevant legislation and Council standing orders.
10	To carry out all reasonable instructions as issued by management.
11	To report any damage, faults or problems with the vehicle promptly to the Supervisor, using the vehicle defect forms.
12	To safely remove and dispose of needles and other equipment relating to drugs activity, where safe to do so and using the 'sharps kits' and protective clothing provided.
13	To provide, as part of a rota system, a service at weekends, Bank Holidays and evenings as required.
14	To provide an extended service during special events as required and to cover for absent colleagues as rostered in advance.
15	To operate an approved call-in system to reduce lone-worker risk
17	To report to the Supervisor at the earliest opportunity any instances of customer dissatisfaction, accidents or injuries.

C Knowledge and skills

1	<p>Knowledge – Essentials</p> <p>Experience of cleaning and maintenance quality and standards</p> <p>Basic knowledge of Health & Safety</p> <p>Holder of full and valid driving licence which permits driving in the UK</p> <p>Ability to follow straightforward written/oral instructions</p> <p>Ability to keep basic work records e.g. timesheets</p> <p>Understanding of safe working practices for lone workers.</p> <p>Knowledge – Desirable</p> <p>Qualification in Public Hygiene standards</p> <p>Experience in a cleaning /caretaking role</p> <p>Experience of working within the public arena</p>
2	<p>Interpersonal Skills- Essential</p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential to the post</p>



	<p>Ability to work effectively within small team.</p> <p>Ability to prioritise work.</p> <p>To be courteous, polite and use tact when exchanging information with staff /members of the public.</p> <p>Ability to work with a minimum of direct supervision.</p>
3	<p>Mental Skills</p> <p>The role requires judgmental skills, where there is some need to interpret information or situations and solve straightforward problems.</p> <p>Ability to assess new situations, identify risks and react appropriately whilst lone working.</p>
4	<p>Physical Skills - Essential</p> <p>Driving a car or van to enable job duties to be carried out.</p>
D RESPONSIBILITIES	
1	<p>For supervision</p> <p>The role involves no direct supervision for other employees</p>
2	<p>For people</p> <p>An understanding of the responsibility for safeguarding and promoting the welfare of children is required</p> <p>Must be prepared to undertake safeguarding, disability, equality & diversity, Health & Safety plus all other relevant training.</p> <p>This position requires the postholder to undertake Personal Safety Training, which may be held on a Saturday.</p> <p>The role involves some direct impact on the well being of individual, or groups of people, through undertaking cleansing which is to their direct benefit.</p>
3	<p>For financial resources</p> <p>The role involves limited direct responsibility for financial resources, with the occasional handling small amounts of cash.</p>
4	<p>For physical resources</p> <p>The job involves careful use of expensive equipment e.g. works van.</p> <p>There is a requirement as a keyholder to lock/unlock the public conveniences within the Borough.</p>
E Work environment and demands	
1	<p>Work demands</p> <p>Flexible, able to work weekends, public holidays and out of hours when required</p> <p>Willing to undertake further training in relation to the needs of the post.</p>



2	<p>Physical Demands</p> <p>The job involves normally limited physical effort (for example, regular lifting or carrying, pushing or pulling items of heavy weight, or working in awkward positions).</p>
3	<p>Working conditions</p> <p>The job involves high exposure to disagreeable, unpleasant or hazardous environmental working conditions or people related behavior.</p>
<p>F Other</p>	
1	<p>The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
2	<p>Equal opportunities</p> <p>The post holder is required to carry out the duties in accordance with Council Equal Opportunities policies.</p>
3	<p>Health and safety</p> <p>The post holder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures. All employees have a duty to take reasonable care for their own health & safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> • Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided • Use equipment correctly at all times • Wear or use personal protective equipment provided • Report all unsafe acts, conditions, accidents or near misses • Suggest methods of eliminating hazards and reducing potential risks • Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence • Take part in risk assessments, workplace inspections, safety tours and audits when necessary • Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks
4	<p>Conduct</p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives. Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p> <p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times</p>



5	<p>Information security & data protection</p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>	
6	<p>Safeguarding</p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>	
7	<p>Values</p> <p>We believe that everyone has a role to play in making our council successful.</p> <p>We expect everyone involved with Boston Borough Council to be:</p> <ul style="list-style-type: none"> • open and honest with people • enthusiastic, positive and proud about working for Boston Borough Council • patient with people and take time to understand their concerns • approachable and clear with people • open to new ideas and willing to learn • caring and to treat people with respect, consistency and fairness • focused on customers 	
Job description written by	Name: Paul Grant	Date: August 2018

