

# LOOE TOWN COUNCIL

## JOB DESCRIPTION



<b>JOB TITLE:</b>	CLEANING & MAINTENANCE OPERATIVE
<b>REPORTS TO:</b>	CLEANING & MAINTENANCE SUPERVISOR
<b>PLACE OF WORK:</b>	LOOE LIBRARY & COMMUNITY HUB
<b>HOURS AND SALARY</b>	30 hours pw. SCP 5-8 £25,583 - £26,824 pro rata
<b>DATE:</b>	2 <sup>nd</sup> March 2026

### MAIN PURPOSE OF JOB:

The Cleaning & Maintenance Operative is responsible for daily cleaning of public conveniences, and the cleaning and maintenance of other Council property as required to ensure that public assets and facilities are maintained to a high standard throughout the town.

### KEY ACCOUNTABILITIES:

1.	To open, close and lock public conveniences, carry out daily cleaning of all sites and clear rubbish from the buildings so that services are available at agreed time and are clean, tidy and safe for public use.
2.	To replenish stocks of consumables and cleaning materials at toilet sites and advise the Cleaning & Maintenance Supervisor of stock requirements so that Council assets remain fully supplied as required.
3.	To routinely inspect public conveniences for damage or defects, and make safe by isolation, repair or other means, restricting access where necessary and bringing to the attention of the Cleaning and Maintenance Supervisor so that permanent repairs can be made and there is no further risk to users of the premises.
4.	To report any observed or suspected misuse of the public conveniences, e.g. graffiti, vandalism, drug use) to the Town Clerk or Deputy Clerk so that other agencies can be informed as necessary.
5.	To carry out regular high-level and deep cleaning at all public conveniences so that high standards of hygiene and cleanliness are maintained.
6.	To carry out minor, non-specialist repairs to Looe Town Council owned property, equipment and assets to ensure Council facilities remain available and in good repair.
7.	To identify any equipment, spares, materials and/or consumables required for the completion of general maintenance/repairs and order these through the Cleaning & Maintenance Supervisor or Deputy Clerk so that necessary work can be completed within the required timescale.
8.	To respond to requests from Council Officers to carry out any emergency repairs that are required to make property safe for Councillors, employees and public use.
9.	To undertake other tasks and activities as required that are appropriate to the grade of this job so that the Council team work effectively together to deliver good public services.
10.	To demonstrate our corporate values in all tasks and activities: being Creative; Thoughtful; Efficient; Courageous; and Inclusive, as well as upholding the Nolan Principles of Public Life to

ensure that Looe Town Council achieves its mission: to engage with our community and help lead positive change

<b>PEOPLE MANAGEMENT</b>	N/A
<b>CREATIVITY &amp; INNOVATION</b>	<p>Daily cleaning tasks are prescribed by procedures but the jobholder has more flexibility to be creative when carrying out high level or deep cleaning duties, where a range of possible approaches are available.</p> <p>Cleaning &amp; Maintenance Operatives are also required to mend/replace Council assets which can require a creative approach to identify the best way of tackling repairs needed.</p>
<b>CONTACTS &amp; RELATIONSHIPS</b>	<p>Cleaning &amp; Maintenance Operatives are working at various sites around the town so regularly come into contact with Council customers and other members of the public. The jobholder is an ambassador for the Council and needs to maintain a friendly and professional approach to everyone in the town.</p> <p>The nature of the job and the services provided mean that the jobholder will frequently get questions, feedback and complaints from members of the public, which can be accompanied by aggressive and confrontational behaviour. The jobholder therefore has to remain calm, respond politely and provide information where they can or explain that they will refer to an Officer of the Council.</p>
<b>DECISIONS (DISCRETION &amp; CONSEQUENCES)</b>	<p>The work of the Cleaning &amp; Maintenance Operative is set by service needs and Standard Operating Procedures but the jobholder has discretion to plan the order of their work and to organise themselves to ensure that all daily tasks are completed. Where damage or defects are identified, the jobholder will decide how best to make the property safe which could include closing premises in some circumstances.</p>
<b>RESOURCES</b>	N/A
<b>WORKING ENVIRONMENT – DEMANDS</b>	<p>Daily cleaning tasks have to be completed to ensure the safety and cleanliness of public conveniences. The jobholder does get interruptions from members of the public asking questions or colleagues needing help with a task so then needs to re-organise their order of work.</p> <p>Emergency repairs are required from time to time which do need immediate attention and other work therefore has to be delayed.</p>
<b>WORKING ENVIRONMENT – PHYSICAL EFFORT</b>	<p>This is a physical role requiring the jobholder to walk between sites and carry out cleaning tasks throughout the working day. The job work requires lifting, stretching and sometimes getting into awkward positions to complete the work.</p>
<b>WORKING ENVIRONMENT – CONDITIONS</b>	<p>The Cleaning &amp; Maintenance Operative works between several Council sites and travels between these on foot during the working day. Public convenience buildings are not heated and the jobholder has to deal with dirty conditions and, sometimes, unpleasant situations.</p>

<b>WORKING ENVIRONMENT – CONTEXT</b>	The jobholder performs cleaning and maintenance tasks so uses a variety of tools and equipment in their work. They have frequent contact with the public who can be abusive/aggressive with their feedback.
<b>KEY KNOWLEDGE &amp; SKILLS REQUIRED</b>	Knowledge/experience of providing cleaning services, preferably in a similar environment; Good team player and willing to be flexible to support the team; Good communication skills including the ability to deal with difficult members of the public; Self-motivated and able to organise tasks to get everything done in a timescale; Practical experience of maintenance and repair tasks; Understanding of Health & Safety requirements, NEBOSH/IOSH an advantage; Full UK driving licence preferred
<b>SIGNED BY JOBHOLDER:</b>	<p style="text-align: right;">NAME -</p>
<b>SIGNED BY LINE MANAGER:</b>	<p style="text-align: right;">NAME -</p>