

Working for Atlas

Bank Domestic Assistant



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1 INTRODUCTION TO APPOINTMENT

Job Title: Bank Domestic Assistant

Salary Scale: Atlas Level 2

Business Unit: Facilities Management

Responsible To: Debbie Grice – Domestic Supervisor

Location: Bank – varies

Contract Duration: Bank post **Hours:** 0

1.1 JOB SUMMARY

The post holder will be required to carry out general cleaning duties to the recognised standards across the Atlas portfolio, to suit the needs of the business, covering for holidays, sickness and other periods as and when required on an ad-hoc basis.

The role will be working in community Health Centres, cleaning both clinical and non-clinical areas.

It is essential to hold a current driving license and have access to a vehicle, as you will be required to travel between sites with the Atlas footprint to deliver the role.

Please be aware that with this role you may require a Disclosure and Barring Service (DBS), further information will be provided if you are successful for interview.

2 INTRODUCTION TO ATLAS

BFW Management Ltd, trading as Atlas, is a wholly owned subsidiary company of Blackpool Teaching Hospitals NHS Foundation Trust.

We are experts in property and facilities management and deliver fully managed services to clients throughout the North West of England. We pride ourselves in making your properties and facilities provide the best possible environment for you and your customers.

We operate an Alternative Delivery Model (ADM), which commenced in March 2017, providing a fully managed property and facilities management services to Blackpool Teaching Hospitals NHS Foundation Trust and clients throughout the North West of England.

2.1 OUR MISSION

is to provide high quality, fully managed and cost effective facilities service your properties and amenities provide the best possible environment for you and your customers.

2.2 OUR VISION

To provide best in class property and facilities services to clients throughout the North West

2.3 OUR VALUES

Professional We act in a professional and courteous manner at all times. We carry out our work to the highest standards, ensuring quality is sustained throughout – demonstrating our pride in everything we do.

Honest We are honest and transparent in our communication with others, providing feedback in a constructive and respectful manner. We learn from each other through our open and candid approach.

Positive We have a positive, can-do attitude and actively encourage others to do the same.

Client Focused We put the client's needs at the heart of what we do and are relentless in our pursuit of delivering a value for money service.

Respectful We always treat others with respect and communicate in an open and honest way, to build and maintain positive working relationships.

2.4 EQUAL OPPORTUNITIES

Atlas is pledged to deliver or ensure equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability.

3 JOB DESCRIPTION

3.1 JOB IDENTIFICATION

Job Title: Bank Domestic Assistant

Business Unit: Facilities Management

Reports To: Debbie Grice – Domestic Supervisor

Hours: Bank – to meet the demands of the business

3.2 JOB PURPOSE AND ACCOUNTABILITIES

The duties and responsibilities are

- Regular vacuuming and occasional shampooing of carpeted areas using carpet cleaning machinery.
- Regular maintenance of hard floors using a buffing machine i.e. spray cleaning, stripping, scrubbing and buffing.
- Regular high and low damp dusting including all worktops, ledges, skirting, picture frames, notice boards, radiators, desks and shelving and general fixtures and fittings.
- Daily dusting of all non-clinical electrical equipment, furniture and periodic application of spray polish.
- Daily cleaning of all washbasins, toilets, sluice sinks and sanitary fittings including replenishment of soap and hand towel dispensers and toilet tissue, as necessary.
- Routinely clean all internal glazing i.e. windows, partitions, door glazing and mirrors.
- Periodic changing of curtains.
- Daily emptying of clinical and domestic waste containers and litter bins using colour coded bags including removal to storage at approved locations
- Ensuring that premises are secure by locking all doors, activating intruder alarms and reporting any suspicious behavior.
- Acquiring an understanding of departmental guidance notes and following procedures therein.
- Reporting faults to cleaning equipment and damage to furniture, fittings and décor to the relevant level of seniority.
- Stock control i.e. regular ordering of cleaning materials and equipment, by completion of the relevant forms.
- Using only materials and equipment provided by Atlas BFW Management Ltd and ensuring they are securely locked away when not in use.

- Wearing, at all times, of protective clothing provided by Atlas and keeping in a clean and serviceable condition. Wearing at all times and being responsible for the Atlas Uniform and identify badge.
- Assisting at and/or providing cover at other premises at which Atlas provide a service as necessary, in agreement with the Domestic Coordinator.
- To act in accordance with BFW Management Ltd Constitution and other Codes of Conduct.
- To participate in staff development, appraisal and training as appropriate, including continuous professional development
- To comply with BFW Management Ltd agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, the Data Protection Act, Freedom of Information Act, Financial Management Regulations and other relevant NHS and Government Regulations, Directives and area wide priorities
- To undertake any other tasks, duties and responsibilities as directed and appropriate to the level of the role subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010
- To participate in the wider development of the function and contribute to service improvement as required
- This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities

3.3 CORE BEHAVIOURS

Adaptability/Flexibility

Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.

Client Focus

Builds client confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal and external clients.

Initiative

Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development.

Interpersonal Skills

Has good listening skills, builds strong relationships, is flexible/open-minded, communicates effectively, solicits performance feedback and handles constructive criticism.

Teamwork

Meets all team deadlines and responsibilities, listens to others and values opinions, helps the leader to meet goals, welcomes newcomers and promotes a positive and collaborative team atmosphere.

Self-Development

Seeks out and accepts feedback, is a proactive learner, takes on tough assignments to improve skills, keeps knowledge and skills up-to-date, turns mistakes into learning opportunities.

Developing Others

Identifying and providing opportunities to improve the capability of others by highlighting the development needs of people; constructs and executes development plans and looks for opportunities in allocating tasks to develop people.

Conducts frequent review and feedback sessions to develop direct reports; is a people builder and consciously acts as a role model for others.

Gaining Commitment

Encouraging others to be emotionally and / or intellectually committed to a course of action; communicating and providing leadership: by informing others of how their work connects to the big picture and inspiring and motivating individuals and teams:

Communicates an inspiring vision or sense of purpose. Expresses positive expectations of others and gives encouragement.

3.4 COMMUNICATIONS AND RELATIONSHIPS

Staff at all levels in all departments.

3.5 LEVEL OF SUPERVISION

The following sentences best describes the amount of supervision you will receive in this post:

- General instructions on routine work; detailed instructions on new assignments
- Instructions received as to results to be obtained and procedural guidelines provided

3.6 SUPERVISORY RESPONSIBILITY

The post has no supervisory responsibility.

4 PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications is received for a vacancy and most applicants meet the essential criteria, the desirable criteria are used to produce the shortlist.

| Criteria | Essential | Desirable |
|---------------------------------|----------------------------------|--|
| Qualifications | Mathematics GCSE English GCSE | NVQ in Cleaning. |
| Training | | Basic Training in Health & Safety, Control of Substance Hazardous to Health (COSHH). |
| Experience | | Work in a similar role. |
| Special Knowledge/Skills | | Previous experience in floor care and maintenance and use of floor care equipment. |

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| Personal Qualities | <p>Ability to communicate with colleagues / the general public.</p> <p>Ability to work alone, but also as part of a team group.</p> <p>Ability to maintain confidentiality is vital.</p> <p>Friendly disposition in order to be able to communicate with colleagues, the general public and patients in order to complete daily tasks.</p> | |
| Interests and Motivation relevant to the job | <p>Use own initiative in order to be able to meet deadlines and timescales.</p> | |
| Commitment | <p>Reliability, flexibility, conscientiousness and pride in work.</p> | |

This job description is not exhaustive; it may also be reviewed and amended with the post holder as appropriate when necessary.