**Manchester City Council**

**Role Profile**

**Market Cleaner (Arndale), Grade 2**

**Manchester Markets Service, Neighbourhoods Directorate**

**Reports to: Assistant Market Manager**

**Job Family: Facilities**

**Key Role Descriptors**

The role holder will contribute to the goals of the team through the provision of high quality and responsive facilities management service.

The role holder will undertake a variety of tasks working independently where required to ensure the environment is clean, safe and secure for all employees and customers.

**Key Accountabilities**

Use initiative to ensure the environment is maintained to a high standard, planning and organising own workload to ensure issues are dealt with promptly within agreed timeframes.

Contribute to effective security to ensure a safe environment within all buildings and other resources through the operation of security systems, locking premises, setting security alarms and safe keeping of keys.

Effectively maintain the internal and external appearance and cleanliness of buildings and the immediate surrounding areas, reporting identified issues in a timely manner.

Personal responsibility to ensure safe working environments and practices, adhering to all health and safety regulations.

Following service procedures and guidelines, make an assessment of the customer’s needs and seek to resolve customer enquiries at the first point of contact where appropriate.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Manchester Markets aspire to provide markets that are successful and cater for the needs of the businesses we support and the members of the public who visit them. We aim to provide markets fit for 21st Century retailing buy utilising modern facilities and techniques to build on our top quality brand.

**The overall priorities of the service are to:**

* Support Manchester’s vision to be a world class City by providing modern market facilities for the benefit of market traders, visitors and residents.
* Working with partners and communities to deliver quality services for all stakeholders, whilst generating income for the City of Manchester.
* Develop a well-trained, flexible, empowered and motivated workforce, strong partnerships and good leadership will be at the heart of our service.
* Promoting economic growth and reducing worklessness by mentoring and supporting new business start-ups.

The Arndale Market is a retail market and part of the City Centre Markets team. This team encompasses special events markets including the Christmas Markets and Piccadilly Gardens weekly market.

**The cleaning team is responsible for:**

* Maintaining the appearance and cleanliness of the environment, market premises, storage units and surrounding areas to the required high standards. Ensure that all rubbish is disposed of in an efficient manner, using the markets compactor and recycling facilities. Regularly clean and maintain the public toilets to ensure that the facilities are maintained to agreed standards.
* Providing a customer focused service, by ensuring access to all service users and deal with customer enquiries in the absence of market management. Providing a public information service including marketing of the market and council-wide services.
* Undertaking duties connected with the cleanliness of the environment and market premises, using approved equipment to maintain the internal and external appearance of all front and back of house facilities, reporting identified issues in a timely manner.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Demonstrates an understanding of the view of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to view and issues of others.
* **Problem Solving & Decision Making:** Ability to interpret basic rules and guidelines in order to resolve queries.
* **Planning & Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
* **Creative Skills:** Ability to find solutions to situations that are presented of a routine nature.

**Technical Requirements (Role Specific)**

* To work 5 out of 7 days which will include evenings and weekends in connection with the 7 day operational nature of the Service.