

## Recruitment Information



**Cleaner – Part time – 25hrs**

**Permanent Positions**

## Cleaner

**£21,452 pro rata per annum (£11.11 p/hour) plus membership of Civil Service pension scheme.**

**Full time equivalent = £14,494 for Part time post of 25 hours per week.**

National Museums Scotland are currently recruiting for permanent part time Cleaners. In this role you will work effectively as part of a cleaning team, with responsibility for cleaning/maintaining both public and private (staff) areas to a consistently high standard in contribution to the overall visitor/site experience. You will possess an understanding of cleaning/hygiene techniques and the benefits of successful team working. Proven, previous relevant cleaning experience is essential.

The available vacancies are based at the National Museum of Scotland, Chambers Street, Edinburgh, EH1 1JPF.

These posts are all part-time 25 hours, permanent, covering a 5 out of 7 days attendance on a 4-shift pattern which repeats.

There are various shifts available and below is an example of one rota shift pattern:

This is an **example** of four-week cycle:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	In	In	In	In	In	Off	Off
2	Off	In	In	In	In	Off	In
3	In	In	In	Off	Off	In	In
4	In	In	Off	In	In	In	Off

**Please note we may start screening and interviewing candidates from the start of the campaign. A successful candidate could progress to offer before the advertised closing date.**

Learn more about National Museums Scotland and our history [here](#).

To find out more about how to apply, as well as our employee benefits, please visit our [careers portal](#).

National Museums Scotland is committed to being an Equal Opportunities Employer. We are keen that our workforce profile reflects the diversity of our visitors and audiences. Therefore, all jobs at National Museums Scotland are open to everyone and we encourage applicants from all backgrounds, irrespective of sex, gender identity, race, disability, religion or belief, sexual orientation or age. We welcome candidates who think they have the required skills and can make a contribution in this key role.

## JOB DESCRIPTION

<b>Post Title:</b> Cleaner		
<b>Department:</b> Facilities Management	<b>Section:</b> Support Services	
<b>Directorate:</b> Estates & Facilities Management	<b>Grade:</b> 8	<b>Hours:</b> 25
<b>Purpose of Post:</b> <ul style="list-style-type: none"> <li>▪ To work as part of a team of cleaning services staff, who have responsibility to ensure that all private staff areas are cleaned to a high standard, and that all public areas are cleaned and maintained to an equally high standard, thus contributing to the overall visitor experience.</li> </ul>		
<b>Key Responsibilities:</b> <ul style="list-style-type: none"> <li>▪ Carry out a variety of cleaning / housekeeping duties in several areas - toilets, offices, stairs, corridors, and galleries - including general cleaning, emptying bins, waste disposal, dusting, polishing, buffing, replenishing toilet consumables, carpet shampooing, vacuuming, and mopping.</li> <li>▪ Operate cleaning machinery / equipment as required.</li> <li>▪ Participate in the National Museums Scotland Recycling Programme.</li> <li>▪ Handle cleaning materials and fluids safely.</li> <li>▪ Offer advice and directions to members of the public when engaged in 'front of house' duties.</li> <li>▪ Report any faults / defects discovered during cleaning operations.</li> <li>▪ Commit to good health &amp; safety and access practice and ensure familiarity with National Museums' health &amp; safety and access policies, procedures, and guidelines.</li> </ul>		
<b>Expected Outcomes:</b> <ul style="list-style-type: none"> <li>▪ High standards of cleanliness throughout National Museums Scotland's sites.</li> <li>▪ Contribution to a positive overall visitor experience.</li> <li>▪ Compliance with health &amp; safety requirements to ensure a safe environment for staff and visitors.</li> </ul>		

**Reports to:**

- Cleaning Team Leader and Cleaning Supervisor at the National Museum of Scotland (NMoS).
- Site Manager at the National Museums Collection Centre (NMCC).
- Visitor Services Team Leader at the National War Museum of Scotland (NWM).
- Events Manager for evening events.

**Facts and Figures:**

**Budget:** None

**Staff Managed:** None

**Indirect Staff Managed:** None

**Other:** None

**Thinking Skills (Judgements / Decisions Made):**

- Decisions using knowledge of building geography and cleaning stations.
- Decisions using knowledge of operation of cleaning machinery / equipment.
- Decisions using knowledge of handling techniques for material / fluids.
- Judgement in responding to enquiries from members of the public.

**Communication and Contact:**

**Internal:**

- Cleaning Team Leaders
  - Cleaning Supervisor
  - Site Manager, NMoS
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- Support Services Supervisor
  - Site Manager, NMCC
  - Head of Facilities Management
  - Visitor Operations staff
  - Staff from all other departments

<p><b>External:</b></p> <ul style="list-style-type: none"> <li>▪ Visitors and the general public</li> <li>▪ Contractors</li> </ul>
<p><b>Most Challenging Parts of the Job:</b></p> <ul style="list-style-type: none"> <li>▪ Ensuring the various National Museums Scotland sites are cleaned and maintained to a high standard.</li> <li>▪ Ensuring principal duties are completed ahead of the scheduled opening times for visitors.</li> <li>▪ Being flexible in day-to-day operations and in responding to calls for assistance.</li> </ul>
<p><b>Other Requirements, e.g., Multi-site Working, On Call, etc:</b></p> <ul style="list-style-type: none"> <li>▪ Working to a five-day-over-seven-day rota (for Chambers Street site)</li> <li>▪ Daytime full time and part time posts will work to an agreed start / finish time for the post</li> <li>▪ Evening Cleaner hours are 17.00-22.00, with later finish time as required to suit events</li> <li>▪ Multi-site working (cover may be required at other National Museums Scotland sites within the Edinburgh area only)</li> </ul>

**Example working rota:**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	In	In	In	In	In	Off	Off
2	Off	In	In	In	In	Off	In
3	In	In	In	Off	Off	In	In
4	In	In	Off	In	In	In	Off



**PERSON SPECIFICATION**

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<b>Knowledge</b>	<b>Essential or Desirable</b>	<b>Evidence assessed by</b>
Understanding of cleaning and hygiene techniques and procedures	Essential	Application / Selection Event
Understanding the benefits of team working	Essential	Application / Selection Event
Awareness of Health and Safety at Work requirements	Desirable	Application / Selection Event
Awareness of Control of Substances Hazardous to Health (COSHH) regulations	Desirable	Application / Selection Event
Awareness of security issues	Desirable	Application / Selection Event

<b>Skills</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Operation of mechanical cleaning equipment	Desirable	Application / Selection Event

<b>Experience</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Proven previous relevant cleaning experience	Desirable	Application / Selection Event

National Museums Scotland has a Competency Framework with six competencies. Individuals for this job are expected to demonstrate competence in the following five competencies through assessment from the Application/Selection Event.

Competency	Level	Detail
<p><b>Building Relationships</b></p> <p>Works effectively and professionally as part of their team and co-operates with others across the organisation; collaborates and networks externally for specific outcomes and projects; forms partnerships, nationally and internationally for mutual benefit.</p>	1	<p><b>Contributes to effective teamwork</b></p> <ul style="list-style-type: none"> <li>• Is aware of other National Museums Scotland departments and respects &amp; values their role.</li> <li>• Understands own role and makes significant contributions.</li> <li>• Supports and helps own team to deliver objectives.</li> <li>• Works willingly and flexibly with other teams and departments to deliver objectives.</li> <li>• Works towards the team, department, and directorate goal rather than own agenda.</li> </ul>
<p><b>Communicating &amp; Engaging</b></p> <p>Uses communication and interpersonal skills flexibly across all channels of communication, to engage, influence, persuade and negotiate ensuring a shared understanding and commitment to act.</p>	1	<p><b>Communicates effectively</b></p> <ul style="list-style-type: none"> <li>• Communicates readily, confidently, and professionally, with others.</li> <li>• Knows when to talk and when to actively listen.</li> <li>• Considers the perspective of others in communications and responds accordingly.</li> <li>• Communicates honestly and transparently always explaining the reasons for decisions.</li> <li>• Speaks positively and enthusiastically about National Museums to others.</li> </ul>
<p><b>Focusing on your Customers</b></p> <p>Places the customer at the heart of what they do, engages, listens, and responds to deliver exemplary service, creating an outstanding experience, supporting a culture of service excellence, both internally and externally</p>	1	<p><b>Comfortably deals with customers</b></p> <ul style="list-style-type: none"> <li>• Sees things from customers' perspective.</li> <li>• Has a deep understanding of what our diverse customer base needs and wants.</li> <li>• Creates a relaxed and welcoming, positive environment.</li> <li>• Is flexible and adapts readily to the changing demands and needs of customers.</li> </ul>

		<ul style="list-style-type: none"> <li>• Demonstrates exemplary customer service, interfacing and engaging confidently, knowledgeably, and politely with all customers.</li> </ul>
<p><b>Improving &amp; Innovating</b></p> <p>Builds personal, professional, and organisational capability by keeping up to date, being creative, sharing ideas, taking risks, looking inside and out to continuously improve National Museums Scotland.</p>	1	<p><b>Develops personally and professionally</b></p> <ul style="list-style-type: none"> <li>• Thinks flexibly, open to, accepts and adapts to new or different ideas.</li> <li>• Uses initiative and imagination to make constructive suggestions for improvements and innovations.</li> <li>• Challenges status quo, existing norms and unacceptable behaviour constructively – “the way we do things around here</li> <li>• Willing to learn, build up knowledge and keep up to date with advances and issues in their own area of work and within National Museums Scotland.</li> <li>• Positively responds to feedback, learning from experience and mistakes.</li> </ul>
<p><b>Planning for Success</b></p> <p>Ensures effective delivery and completion by realistically planning and prioritising tasks and managing workload; develops and manages plans, programmes, and projects, in consultation with stakeholders and within existing priorities, people resources and budgets.</p>	1	<p><b>Follows plans and delivers</b></p> <ul style="list-style-type: none"> <li>• Demonstrates a ‘can-do’ attitude and strives for the best performance.</li> <li>• Actively seeks ways to save costs, resources, and time.</li> <li>• Is proactive in seeking help or information when required to get the job done.</li> <li>• Quickly adapts to changing plans and priorities.</li> <li>• Delivers work to quality, specification, and deadline.</li> </ul>





## General Information – Cleaner

### Salary

The salary is £21,452 per annum pro rata based on a full time equivalence of 37 hours (£11.11 per hour)

### Hours

Normally a working week of 25 hours, Normal days of attendance are shown in the attendance pattern below. Each shift is for a five-hour duration. There are various shift patterns available and an example working rota can be found at the start of this pack.

### Location

This post is based at the National Museum of Scotland (Chambers St, Edinburgh EH1 1JF) with travel to other Museum sites as required.

### Probation

New employees are on probation for a period of six months from date of appointment.

### Colleague Benefits

Further details of the range of benefits available to colleagues, including our excellent pension provision, can be found [here](#).

### Reasonable Adjustments

Please contact [recruitment@nms.ac.uk](mailto:recruitment@nms.ac.uk) if you would like support in completing your application or to advise on any reasonable adjustments we can assist with.

### Pre-employment Checks/Eligibility to Work in the UK

Any offer of employment will be made subject to:

- Receipt of references which are satisfactory to National Museums Scotland
- A Basic Disclosure Scotland check, the result of which must be satisfactory to National Museums Scotland. This cost is covered.
- Satisfactory pre-employment health referral. We ask you to complete this so that we can put in place any support you need, including reasonable adjustments, during your onboarding and induction periods and your ongoing employment with us.
- Receipt of documentation confirming eligibility to work in the UK

