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| **P****osition Title** | Cleaning Operative | **Department** | Cleaning |
| **Generic Job Title** | Cleaning Operative | **Segment** | Corporate Services |
| **Team Band** | Frontline | **Location** | MTUC |
| **Reports to** | Facilities Manager | **Unit name** | HEB1 |

## ORGANISATION StRUCTURE

Facilities Manager

Cleaning Supervisor

Cleaning Operative

Head of Talent

#### Job Purpose

The Cleaning Operative will direct and lead the cleaning team in order to ensure that services to the client exceed expectations. This is a working supervisor role which requires leading and developing team members in line with the competency framework and company values.

#### Accountabilities

* To supervise & work alongside the team
* General cleaning duties
* Assist with general administrative support.
* To plan, organise and coordinate all cleaning activity.
* Monitor all cleaning & hygiene standard.
* Monitor and manage stock levels of cleaning consumables and report to FM to order supplies to meet operational requirements.
* Complete Chemical safety data sheet and risk assessments in compliance with COSHH
* Develop and maintain an effective working relationship so that the Client’s needs are understood, and the Company reputation is enhanced.
* Support the cleaning team in continually reviewing operational procedures to maximise customer satisfaction.
* Re-schedule work and rotas to meet fluctuations in staffing levels/customer requests including covering of absence.
* Ensure that staff are checking equipment for faults and notifying the relevant person.
* Ensure all cleaning staff adhere to the colour coding system and dispose of waste in the

appropriate manner

* Comply with the requirements of the Health and Safety at Work Act and emergency procedures as required. Ensure appropriate action is taken following any accident to cleaning staff and that an incident/accident form is completed. Report any hazards and ‘Near Miss’ to the relevant person.
* Ensure cleaning check sheets are being adhered to and signed daily and upload to SharePoint weekly.
* This is a working Supervisor role.

#### Skills, Knowledge and Experience

* COSHH
* Health and Safety
* Excellent supervisory skills
* Extensive knowledge of successful cleaning and management
* Good interpersonal and oral communication skills with people at all levels
* Understanding of safety and sanitation standards and guidelines