Job Description

Cleaner

Function	Government Agencies
Position	**Cleaner**
Job Holder	
Date (in job since)	
Immediate manager	Cleaning Supervisor
Additional reporting line	General Service Manager / Regional Service Managers
Position location	No Fixed Location (Assessable to locations throughout the North contract locations)

1. Purpose of the Job State concisely the aim of the job.

- To represent Sodexo in a positive manner at all times and work closely with the client/customer contact responsible for the site, to provide effective interface between all based on site.
- To contribute to the growth of all services in order to meet client and commercial expectations in line with client and Sodexo expectations.
- Embracing the principles of Collaborative Business Relationships (BS11000), in line with Sodexo's vision and values

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- In this role you will complete a list of scheduled cleaning tasks for all areas, such as kitchens, meeting rooms, toilets and offices in a timely manner.
- You will be responsible for the high standards of cleanliness across the site and for replenishing stock and consumables, such as blue roll, toilet roll, hand soap, sanitiser, handwipes etc.
- You will adhere to all company policies in relation to infection control, security and COSHH regulations and undertake any training necessary.
- You will be responsible for conducting all your activities in a safe manner by always wearing the required PPE and following all relevant Sodexo processes.
- You will be responsible for reporting any safety issues, observations, faulty equipment, or other areas of concern to your line manager.
- You will be allocated areas of cleaning responsibility. However, must be flexible to help out on other floors and cover holidays and absence as directed by your Line Manager.

3. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- NPS/MoJ are one of our most high profile contracts in the UK & Ireland, with several hundred staff.
- Sites may have a high number of visitors/service users as well as contractors in attendance.
- Staff will come into contact with highly sensitive information and as such will be subject to Baseline Personnel Security Standard checking as minimum.
- Staff are required to be sensitive to the unique demands of the customers teams based on site and to the ever-changing demands on our client from changes in property needs, resourcing and supply needs.

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4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organisation; they should focus on end results, not duties or activities.

- Communication – communicate with Manager/supervisor/colleagues
- Planning & Organising – deciding when and where to clean, to avoid as much interruption as possible to NSS/MoJ staff.
- Working with Others/Teamwork – Working with a range of client staff from multiple teams as part of day-to-day operations. To co-ordinate with all colleagues within the Sodexo and NSS/MoJ teams. Excellent working relationship with all Sodexo Employees, with special focus on other cleaners on site to ensure the smooth running of the cleaning service.
- Service Excellence – be responsible for driving all aspects of service excellence within the operational role, including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. You will at all times be a brand ambassador and emulate Sodexo's vision and values, including those of Better Tomorrow 2025, to maximise brand engagement and reputation amongst client staff, visitors, contractors and members of the public.
- Continuous Development – you will undergo professional development within your role to further develop their skills and knowledge, including undertaking any necessary internal or external training as reasonably requested.

This list is not exhaustive and from time to time you may be asked to perform other reasonable duties commensurate with the role.

5. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Demonstrate experience of working in a similar role within a corporate office environment
- Good communication skills must be able to demonstrate effective verbal and written communication.
- Able to work on own initiative within a team environment.
- Able to demonstrate familiarity with working in line with relevant data protection regulations at any given time
- Able to demonstrate attention to detail and adherence to standards.
- Willing to undertake additional training as may be required by the role in future, including but not limited to first aid and security awareness.
- Willing to undergo security checks in line with the BPSS as a minimum required by our client.

7. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager

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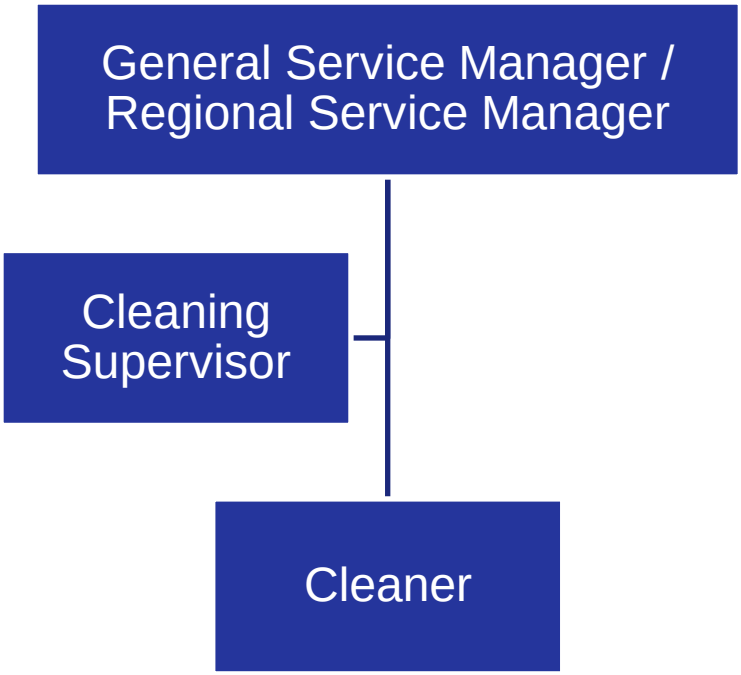

Received:

Date:

Date:

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Job holder

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Immediate Manager

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