

Job Description:
Cleaner

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| Function: | Cleaning – Qioptiq – Corporate Services |
| Position:  | CLEANER |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Assistant Manager |
| Additional reporting line to: | Business Manager GSM |
| Position location: | Qioptiq – St. Asaph |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * As a Cleaner you must have a keen eye for detail and so continue to maintain a very high standard of cleanliness. This is a great opportunity for a customer focused individual to join a world leading food and facilities management company, which can offer unrivalled opportunities for career progression.
* To provide excellence customer service to the Client and Sodexo’s satisfaction
* To support the Assistant Manager to performance, manage the day-to-day activities within all aspects of cleaning operations.
* To drive customer satisfaction and embed customer advocacy
* To deliver service excellence as per the agreed Service Level Agreement between Sodexo and Client.
* To welcome and provide proactive service excellence to the Client, customers and team members.
* To work proactively engaging with the Client, customers and Team Members and ensuring service levels are surpassed.
* To attend regular 1-2-1 meetings and team meetings.
* To support the Assistant Manager to implement and comply with all Sodexo and statutory Health and Safety and Food Hygiene requirements. To take accountability for good housekeeping, stock management and rotation, COSHH, cleanliness and tidiness.
* To ensure all site areas are always maintained and safe working environments.
* To ensure that all waste streams are identified and disposed of correctly as per Sodexo and Client policies and procedures.
* To support Management and other service areas as and when required
* To support the wider Sodexo business both on site and off site, as and when required.
* To proactively support all departments and staff within the onsite team and to carry out other reasonable tasks as directed by management.
* Travel may be required to undertake training, development and supporting the wider Sodexo business
* May be required to work unsociable hours in line with business requirements
* Flexibility on work schedule will be required at times
* This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 3. Organization chart – Indicate schematically the position of the job within the organization. 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. |
| Business Manager GSMAssistant Manager Cleaner |

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| **4. 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. |
| * To assist at any emergencies, some of which may occur outside working hours.
* To report any customer complaints or compliments and take some remedial action if possible and safe
* To report immediately any incidents of accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate or possible
* To attend meetings and training courses as may be necessary
* To provide cover in other areas during periods of holidays and sickness
* Deliver on a day to day basis, the services identified in the statement of works to the required standard, ensuring that monitoring and auditing standards are met, as directed by the Management
* To ensure overall cleanliness of all areas are maintained to the standard set by the Management & Client
* To observe and adhere all Client, Fire, Environmental, Food Safety & Health & Safety regulation.
* To attend any required training sessions necessary to keep up to date on legislation ensuring compliance with all current legal and company legislation requirements.
* To deliver service excellence at all stages throughout the customer journey, ensuring that expectations are surpassed daily
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Providing the highest level of housekeeping service within your area of responsibility in line with the clients’ specifications
* Responding positively, politely and promptly to all customer requirements and carry out your duties in a professional and courteous manner
* Providing a range of general cleaning services to include offices/meeting rooms, toilets/showers, laboratories, production areas and amenity areas site wide
* Assisting the Assistant Manager and Chef ensuring that the kitchen and service areas are clean and tidy, assisting with waste removal and washing up
* Ensuring all stocks are replenished in your area of responsibility
* Conduct training and relevant paperwork for the team and new starters
* Stock replenish, stock taking, receiving stock, and doing orders
* Making yourself familiar with and follow all company procedures and regulations
* Participating in the Health and Safety Policy of the company and report any dangers, near misses or hazards you encounter to your Coordinator/Line Manager
* All offices, toilets, laboratories, production areas and amenity areas to be presented in a clean and tidy
* Vacuuming, damp mopping, buffing, damp dusting furniture and fittings, emptying and cleaning waste bins, replenishment of soap, hand towels and toilet tissue, high and low dusting
* Wear correct uniform at all times, including the use of PPE as instructed by the Management
* Champion the Sodexo H&S culture through the report all near misses to the Assistant Manager
* Work and support in all business areas on site
* Carry out other reasonable tasks as directed by management
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Delivery of a consistent level of service, within the company standards to the contract specification/service offer, with agreed performance qualitative and financial targets
* Compliance to company and statutory regulations relating to SSW, Health & Safety, hygiene, cleanliness, fire and COSHH
* Safeguard audit
* All unit audits
* Client retention
* Reduced accident rates
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Previous work experience in cleaning/customer service
* Good interpersonal skills, must be able to demonstrate effective verbal and written communication with customers, client and team members
* Good knowledge of health & safety and food safety
* Able to work on own initiative and within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions
* High levels of personal hygiene and appearance
* Positive approach to learning and identify own training needs as appropriate
* Flexible approach to role
* Understand Service Excellence and deliver Service excellence at all time
* High levels of personal hygiene and appearance
* Exceptional customer service skills
* Strong attention to detail
* It is essential for the jobholder to be able to work well within a team or alone to provide the service required
* Clear & concise written work including report writing
* Demonstrable experience of working in a similar role within the service industry at a comparable level
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Good Timekeeping
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| * Good personal hygiene
 | * Innovation and Change
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| * Brand Notoriety
 | * Flexibility
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| * Attention to details
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Signature – To be completed by employee |
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| Employee Name |  | Date |  |
| Employee Signature |  |

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