

## Cleaning Operative Job Description

**Date:**                      **Name:**

**Job title: Cleaning Operative**  
**Division: ROI**

**Reports to: Facilities Manager/ Cleaning Supervisor**  
**Department: Schools**

### Job Purpose:

- To be responsible for the cleaning and servicing of areas, as allocated by the Facilities Manager or Cleaning Supervisor to the standard required by the Client and Sodexo

### Competencies

- Customer & Client Focus;** Deliver customer service to build valuable long term relationships with colleagues, customers and clients
- Impact and Influence;** Communicates to build relationships and interacts appropriately with others
- Continuous Improvement;** Seeks to raise standards and improve quality of performance and service
- Working with others ;** Works effectively and professionally with others to achieve the desired results

### Core Duties

- Ensure complete knowledge of all areas which are to be cleaned in the course of duty
- Ensure all areas are cleaned efficiently and in a timely manner to the required standards - this to include weekly and period tasks.
- Use cleaning chemicals safely as detailed by the Control of Substances Hazardous to health guidelines (COSHH)
- Ensure full working knowledge of all cleaning equipment, materials and agents and use cleaning equipment as directed by the Cleaning Supervisor/Facilities Manager only after correct training is given. Report immediately any equipment which is faulty, mark as faulty and do not use.
- Ensure that the safety signage is used appropriate at all times, e.g. wet floor signs and "warn" customers where possible.
- Ensure that cleaning stores are kept clean and tidy and equipment is stored correctly and safely at all times.
- Comply with all security regulations for cleaning materials, equipment and buildings as laid down by client and Sodexo.
- Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and Company regulations, wearing company uniform as specified.
- Draw to the attention of the Cleaning Supervisor/Facilities Manager low levels of cleaning material stocks where appropriate so that replacement/new supplies can be re-ordered
- Draw to the attention of the Cleaning

### Key Performance Indicators

- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- COSHH trained

### Knowledge, Skills and Experience required

- Experience working in a cleaning team
- Excellent customer service skills and communication skills
- Experience working in a standards /compliance environment

<p>Supervisor/Facilities Manager any potential hazards on site or infringements of Health &amp; Safety Legislation.</p> <ul style="list-style-type: none"> <li>• Attend training courses and meetings as is necessary to maintain standards in the contract and assist in carrying g out the job role efficiently</li> <li>• Provide cover in other areas in times of sickness and holidays when requested by the Cleaning Supervisor/Facilities Manager</li> <li>• Ensure all cleaning equipment is kept clean &amp; maintained in safe working order.</li> <li>• Comply with all Sodexo Company policies procedures and client site rules and regulations</li> <li>• Comply with all Company &amp; client policies and statutory regulations relating to Health &amp; Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place</li> <li>• To attend to any reasonable management request</li> <li>• Report and take necessary action for any incidents of accidents, fire, theft, loss, damage, or other irregularities.</li> </ul>		
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**Date:** \_\_\_\_\_ **Signature employee:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Signature Manager:** \_\_\_\_\_