

Job Description

Job title: Cleaning Operative

Division: ROI

Reports to: FM & Cleaning Supervisor

Department: Sodexo ROI 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
- A school cleaner is responsible for maintaining a clean, hygienic and safe environment within the school, ensuring that all areas are conducive to learning.

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
- **Attention to Detail:** Ability to notice and address even the smallest areas of dirt or disorder. Works on own initiative.
- **Physical Stamina:** Capable of performing physical tasks such as lifting, standing, bending, and reaching for extended periods at a high pace.
- **Reliability:** Consistent and dependable in attendance and work performance and flexible when required.
- **Communication Skills:** Ability to understand and follow instructions and effectively report any issues or concerns.
- **Teamwork:** Ability to work collaboratively with other staff members to maintain the school's cleanliness and a positive 'can do' attitude. .

Core Duties	Key Performance Indicators	Knowledge, Skills and Experience required
<p>Cleaning Duties:</p> <ul style="list-style-type: none"> • Perform a variety of cleaning tasks, including sweeping, mopping, dusting, and vacuuming floors; cleaning desks, chairs, and other furniture; and sanitizing restrooms and common areas. Clear up after school breaks and also deep cleaning during school breaks. • 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 periodic tasks. • Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and Company regulations, wearing company uniform and safety clothing as specified. • Provide cover in other areas in times of sickness and holidays when requested by the Cleaning Supervisor/Facilities Manager <p>Maintenance of Supplies:</p> <ul style="list-style-type: none"> • Ensure that cleaning stores are kept clean and tidy and equipment is stored correctly and safely at all times. • 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. 	<ul style="list-style-type: none"> • Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH. • COSHH trained • Works to the company policy. 	<ul style="list-style-type: none"> • Experience working in a cleaning team • Excellent customer service skills and communication skills • Experience working in a standards /compliance environment • Team working.

Health and Safety Compliance:

- Follow health and safety regulations at all times, including the proper use of personal protective equipment (PPE) such as gloves and masks.
- Comply with all Company & client policies and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place
- 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.
- Draw to the attention of the Cleaning Supervisor/Facilities Manager any potential hazards on site or infringements of Health & Safety Legislation.
- Attend training courses and meetings as is necessary to maintain standards in the contract and assist in carrying out the job role efficiently
- Ensure all cleaning equipment is kept clean & maintained in safe working order.
- Comply with all Sodexo Company policies procedures and client site rules and regulations

Security Checks:

- Ensure the security of the building by checking that windows and doors are locked and secure after cleaning your area.
- Comply with all security regulations for cleaning materials, equipment and buildings as laid down by client and Sodexo.
- Report and take necessary action for any incidents of accidents, fire, theft, loss, damage, or other irregularities.

Team Collaboration:

Work as part of a team with a positive, can do attitude. To maintain the cleanliness of the school and participate in training sessions as required.

Special Cleaning Tasks:

- During school period breaks, undertake deep cleaning tasks.
- To attend to any reasonable management request

