

JOB DESCRIPTION

Position Title	Cleaning Operative	Department	Cleaning
Generic Job Title	Cleaning Operative	Segment	Energy & Resources
Team Band	Unbanded	Location	London
Reports to	Cleaning Supervisor	Office / Unit name	Shell Centre London Campus

Job Purpose

- Clean building to required standard as directed by line management
- Adhere to Sodexo and Shell on site regulations

Accountabilities or “what you have to do”

- Promote the highest level of housekeeping service within your area of responsibility in line with the client's specifications
- Responding positively, politely and promptly to all customer requirements and carry out your duties in a professional and courteous manner
- Provide a range of cleaning services to include offices/meeting rooms, gym toilet and showers.
- Participate in Health and Safety Policy of the Company and report any dangers, near misses or hazards.
- To report any incident of accident, fire, theft, loss or damage and take action as may be appropriate
- Wear the company uniform at all times whilst at work
- Wear any items of personal protective equipment, as specified by the manager
- Ensure that all requirements in relation to COSHH are adhered to, as specified by the cleaning supervisor
- Making yourself familiar with and follow all company procedures and regulations
- Ensuring all stocks are replenished and waste emptied in your area of responsibility
- To report any complaint or compliment and take action if at all possible
- Promote a friendly working relationship with colleagues
- To report all faults via correct method
- To attend team meetings and trainings
- Working as a team with your colleagues at all times
- Any responsible request from your supervisor/manager

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- All customer and management requests and support are completed on time
- All task tickets are attended to and completed within specified SLA's

- Deliver a consistent level of service, within the Company's standards, to the contact specification and agreed performance, qualitative targets
- A positive working environment where the "One Team" culture is evident and actively followed
- Attendance meets company standards

Skills, Knowledge and Experience

Essential

- Great customer service skills
- Strong attention to detail
- Good spoken English
- Excellent team work

Desirable

- Experience of the undertaking of cleaning tasks

Contextual or other information

Whilst every effort has been made to ensure the details of this job description are correct - due to the varied requirements of the catering and support services industry, this job description cannot be exhaustive. Therefore, the jobholder may be required from time to time to carry out other tasks as required by management in order to meet the operational needs of the business.

Name Maritza Co Ca Carballo

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