

Porter JD

<i>Position Title</i>	Cleaner	<i>Department</i>	Cleaning
<i>Generic Job Title</i>	Cleaner	<i>Segment</i>	Universities
<i>Team Band</i>	TBA	<i>Location</i>	University of Greenwich
<i>Reports to</i>	Assistant FM & Workplace Experience Manager	<i>Office / Unit name</i>	Medway Campus



Job Purpose

- To provide a responsive and high-quality domestic service to meet the needs of the contract to meet the SLA and KPI's.
- Have a full working knowledge along with the standards required of the areas in the building which are covered by the Cleaning team. This will include the time frames in which the cleaning needs to be completed by.

Accountabilities and Responsibilities

- 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.
- Use cleaning chemicals safely as detailed by the Control of Substances Hazardous to Health guidelines (COSHH)

- Have full working knowledge of all cleaning equipment, materials and agents and the use of cleaning equipment as directed by the Cleaning Supervisor only after correct training is given.
- Report any equipment which is faulty, mark as faulty and do not use.
- Replenish consumables including toilet rolls, soaps and paper hand towels
- Clean floors as required using appropriate equipment and chemicals.
- Use buffing machines on required floors
- Empty bins as directed
- Damp-dust all required surfaces including desks, skirting boards, stair-rails, furniture
- 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 tidy and equipment stored 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 low levels of cleaning material stocks where appropriate so that new supplies can be reordered.
- Draw to the attention of the Cleaning Supervisor 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
- Provide cover in other areas in times of sickness and holidays
- Comply with all Sodexo Company policies procedures and client site rules and regulations
- 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

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

- Positive feedback from the client and Sodexo management team.
- Demonstrates a constructive approach, committed to delivering tasks, resourceful, and self-driven.
- Makes appropriate decisions, speaks confidently, analyses problems, and proposes solutions.
- Takes responsibility, acts with initiative, demonstrates energy and enthusiasm, seeks self-development opportunities.
- Works effectively as part of a team, shares ideas, responds helpfully, communicates effectively, and listens well.
- Support the Sodexo team to deliver continuous improvement in customer satisfaction
- To strive to take ownership and accountability delivery of cleaning services
- To ensure that services are delivered in line with contractual requirements
- Customer & Client Focus; Deliver exceptional 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**

Knowledge, skills and experience

- **Customer-facing attitude and excellent team building and people management skills**
- **Excellent communication skills with the mental agility to 'think on feet' and provide convincing practical solutions**
- **Self motivated and able to work on own initiative within a team environment**
- **Resilience when dealing with difficult and challenging people and complex situations**
- **Available to respond to out of normal hours emergency situations**

Contextual or other information

- **Required to undertake certain aspects of the role.**
- **Required to support other clusters and changes within the overall contract.**
- **Occasional travel required to attend other sites for training, meetings.**

Dimensions

<i>Financial</i>	£1 – 1.75m per annum
<i>Staff</i>	5 team members
<i>Other</i>	N/A

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Document owner	J. Hutchins		