

Job Description:
Cleaning Operative

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| Function: | Commercial Cleaning |
| Position:  | Cleaning Operative |
| Job holder: | Un-banded |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Cleaning Supervisor (Jean Davies) |
| Additional reporting line to: | Facilities Manager (Operations) |
| Position location: | Based at BAE Systems, Cowes, Isle of Wight |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To be responsible for the cleaning and servicing of areas allocated by the Cleaning Manager or Supervisor, to the standard required by the Client and Sodexo
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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. |
| Scope  |  | No. of customers 250 |  |  |  |  |  |  |  |
| No. of occupants 300 |  |
| Industrial-commercial environment |  |  |  |  |  |
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| Characteristics  | * Responsible for cleaning areas as directed by management to the agreed contractual KPI
* Working as part of team or individually to achieve best productivity
* No direct reports
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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. |
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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. |
| * Have complete knowledge of all areas and items to be cleaned, the equipment and materials to be used as directed by line manager / Company best practice
* Clean all allocated areas to standard as per training including manufacturing cleaning, office cleaning, common areas and washroom cleaning
* Ensure that all daily, weekly and periodic tasks are carried out as required and at a time to minimise disruption or interference to the client’s / customers’ core functions
* Ensure contractual KPIs (performance, qualitative and financial) under your control are continually met
* Comply with all Company and client policies, procedures and statutory regulations relating to your workplace, this will include but not be limited to fire; health and safety; hygiene; working safely and COSHH
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensure all common areas, offices, meeting rooms, washrooms, store rooms, manufacturing areas and other service areas are cleaned / maintained to high standard require and replenish any consumables associated with the contract
* Use equipment, chemicals and disposables safely and as per training, have a good knowledge of products / equipment on site, ensure efficient use of materials to reduce waste, ensure all equipment / chemicals are stored safely, are fit for purpose and in good working order
* Provide service excellence by ensuring high standard of operational hygiene / cleaning, by co-operating with colleagues, client and customers and adopting company best practices
* Achieve pass score on cleaning inspections for area of responsibility
* Receive no justifiable complaints from building users / client staff within your areas of work
* Have no issues or concerns highlighted in relation to health and safety in your areas of work
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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. |
| * Provide service excellence by ensuring high standard of operational hygiene / cleaning, by co-operating with colleagues, client and customers
* Report and Health, Safety, Welfare and Environmental concerns / issues to your line manager
* Ensure and maintain a high standard in respect of personal hygiene and general appearance
* Report any maintenance defects / issues to line manager
* Escalate any complaints to line manager as appropriate
* Wear company uniform at all times whilst at work and report any defects
* Be aware of resource and material expenditure and avoid unnecessary waste
* Maintain physical security of site within the remit of the role and don’t divulge any information that may be considered secret / confidential
* Ensure all cleaning equipment is kept clean and report any issues to line manager
* Participate actively within team meetings in order to develop ideas to enhance service offer
* Attend training courses as required and pertinent to the role
* Be flexible to working additional hours to cover holiday and sickness within the team
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * All round service experience
* Previous experience in cleaning activities
* Ability to work on own initiative and manager own time
* Ability to communicate effectively with clients, colleagues and management team
* Good working knowledge of H&S and COSHH
* High standard of personal hygiene and personal appearance
* Security clearance required by the client / Company obtained and maintained
* Flexible and innovative
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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
 | * Leadership & People Management
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| * Brand Notoriety
 | * Innovation and Change
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| * Commercial Awareness
 | * Learning & Development
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| * Employee Engagement
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| 9. Management Approval – To be completed by document owner |
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| Version | CLOPV02 | Date | January 2020 |
| Document Owner | M. Richards |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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