

Job Description: [Kitchen & Office Cleaner]



Function:	Corporate Services
Job:	Kitchen & Office Cleaner
Position:	Kitchen & Office Cleaner
Job holder:	TBA
Date (in job since):	TBA
Immediate manager (N+1 Job title and name):	Soft Services Manager – John Clarke
Additional reporting line to:	Soft Services Manager – John Clarke
Position location:	Colgate Palmolive - Guildford

1. Purpose of the Job – State concisely the aim of the job.

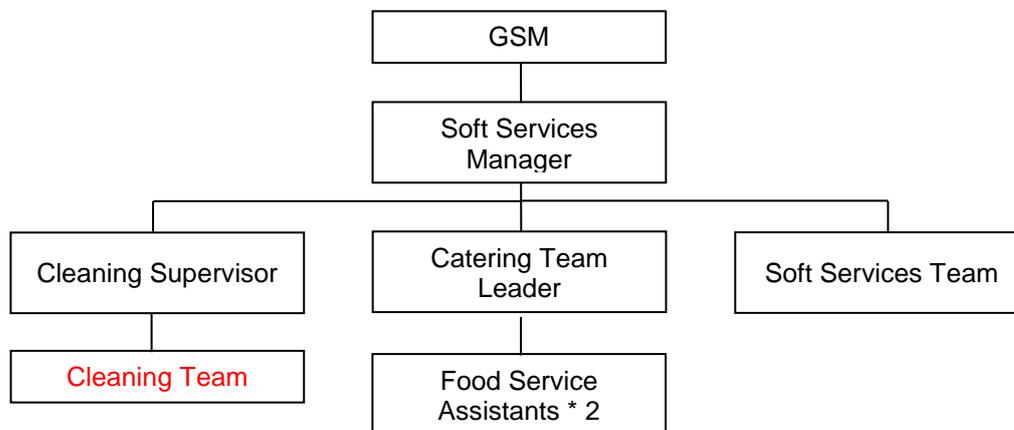
- To provide excellent customer service from the aspect of cleaning services, and cleaning output, to the client & Sodexo's satisfaction, and to ensure standards are met.
- To work as part of the cleaning team on site, providing first class cleaning provision & conversing regularly with Cleaning Supervisor & Catering Manager.
- To support the cleaning service for the client to the agreed specification & to the agreed performance, qualitative & financial targets.

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.

Revenue FY16:	£tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	3
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	n/a
		Net income growth:	tbc						
		Cash conversion:	tbc						

- Characteristics
- Legislation compliance
 - Client building environment satisfactory

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.



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.

- Smoking only permitted in designated areas. Personal mobile phones must be switched off during working hours. Constraints may change from time to time, see the staff notice boards.
- During the course of his/her duties the post holder may have access to, or witness confidential information, which must NOT be divulged to an unauthorised person at any time
- Attend training courses from time to time where there is a business need
- Comply with all company policies & procedures & client site rules & regulations

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Ensure all areas are cleaned efficiently and in a timely manner to the required standards.
- Use cleaning chemicals safely as detailed by the Control of Substances Hazardous to health guidelines (COSHH)
- Ensure that the safety signs are used appropriately at all times.
- Ensure that cleaning stores are kept clean, tidy and stocked ensuring 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.
- Draw to the attention of the Cleaning Supervisor/Manager any potential hazards on site or infringements of Health & Safety Legislation.
- Ensure all cleaning equipment is kept clean & maintained in safe working order.
- Comply with all Company & client policies and statutory regulations including Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place.
- Promote a good company image to customers and guests by using positive customer service practices.
- Comply with any reasonable instructions from your line manager within the agreed deadline.
- Completion of all relevant H&S policies & procedures including Risk assessments.

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.

- To deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance against SLA's.
- Comply with all Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- 5 stars achieved on EHO visit
- Seek to raise standards & improve quality of performance & service.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Previous cleaning experience in general
- Experience working with cleaning schedules and service output levels
- Understanding of H&S and COSHH requirements
- Experience in working in a standards / compliance environment
- Ability to adhere to all health & safety practices
- Team Player
- High levels of personal hygiene and appearance

Desirable

- Relevant qualification, including NVQ's, COSHH, IOSH or similar
- Knowledge of corporate cleaning systems & procedures

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Rigorous management of results
- Innovation and Change
- Commercial Awareness
- Learning & Development
- Supplier Management

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			