**JOHNSON MATTHEY**

**EXPERTISE**

JoB description

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| Position Title | Cleaning Operative | Department | Johnson Matthey |
| Generic Job Title | Cleaning Operative | Segment | CSIFM |
| Team Band | N2-M2 | Location | Royston |
| Reports to | Cleaning Manager/  Team Leader | Office / Unit name | Royston |

## ORGANISATION StRUCTURE

Cleaning Operative Manager SME / Team Leader

Cleaning Operative

Head of Talent

#### Job Purpose

#### The cleaning operative role is responsible for delivering the day to day cleaning & facilities services across the floors and buildings of the site. The key focus for this role is to ensure that all services are delivered in a confident efficient and timely manner with least interruption to the customer.

#### Accountabilities or “what you have to do”

* Service, replenish stocks, clean and maintain all housekeeping areas within your allocated working floor to the Sodexo required standards set out, ensuring customer requirements are always met and their needs anticipated.
* Respond positively, politely and promptly to all customer requirements and carry out your duties in a professional and courteous manner
* Following Sodexo guidelines and HACCP process control system in the daily stocking and supplying of products to client/customer kitchen/tearoom areas
* Keeping kitchen/tearoom areas and fridges in a clean, safe and orderly manner
* Collect, segregate and maintain all waste collection ensuring that all bins internal and external are always kept in good order
* Clear and keep clean outside designated space in relation to the building
* Carry out & complete any helpdesk requests within the set time frames
* Demonstrate a high standard of personal hygiene, appearance, ensuring the company uniform & PPE issued is always worn
* Adhere to all company & client policies, procedures, site rules and regulations.
* Comply with all company & client procedures relating to Health & Safety & safe working practices.
* As and when required assist with other tasks within your capabilities in order to maintain and improve services within the premises.
* Attend training sessions as and when required.
* Start work on time and adhere to break times whilst on duty
* Represent and promote the Company wherever possible.

#### Key Performance Indicators (KPIs)

The Facilities Operative is expected to perform at a competent and high level in all competencies listed below

* **Customer & Client Focus**: Deliver exceptional customer service to build valuable long-term relationships with customers and clients.
* **Impact and Influence**: Communicates to build relationships and interacts appropriately with others.
* **Continuous Improvement**: Seeks to continuously raise standards and improve quality of performance and service.
* **Working with others**: Works effectively and professionally with others to achieve the desired results. Maintain a good working relationship with colleagues and management; Team work is key in this role.

#### Skills, Knowledge and Experience

* Strong customer services skills and experience
* Service orientated attitude combined with innovative thinking
* Strong team player within a high-quality customer service operation
* Knowledge and awareness of the facilities/cleaning industry
* Be self-motivated and work under pressure to balance conflicting deadlines is essential
* Communicate effectively with a wide range of customers and multi-service team service personnel to achieve results

#### other information

* At a formal level the job holder will have key targets directly relating to the delivery of Service Excellence within Johnson Matthey.

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