

Job Description:   
Cleaner

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Function: | | | | SLT Aviation | | | | | | | | |
| Job: | | | | Housekeeping | | | | | | | | |
| Position: | | | | Night Cleaner Supervisor | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date: | | | | 22/11/2016 | | | | | | | | |
| Immediate manager | | | | Iolanda Auriemma Lounge Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Heathrow Airport T4, Qatar Lounge | | | | | | | | |
|  | | | | | | | | | | | |
| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To provide reliable and high quality housekeeping and janitorial services for the Qatar lounge prior to, its opening times. * To Maintain the presentation and cleanliness of all designated areas, bathroom and kitchen facilities. * To ensure all areas are cleaned efficiently and in a timely manner to the required standards – this is to include weekly and period tasks. | | | | | | | | | | | | |
|  | | | | | | | | | | | |
| 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 FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

Draft. Version: 27-03-2014

|  |
| --- |
| 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. |
| Lounge Manager  Food Leader  Night Cleaner supervisor  Night cleaner |

|  |
| --- |
| **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. |
| * Liaise with Sodexo team for any irregularities and other important information that impact the lounge operations. * Communicate Product , service and customer issues to Sodexo, so that corrective action can be taken in a timely manner * Working airside in an airport can be a challenging environment to work in due to the security, logistics and vetting to get people airside in an airport |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * A. Lounge Area * Ensure that the lounge and seating area is clean, sofa chairs and tables are arranged per the lounge plan, prior and after the lounge opening times.. * Clear and clean tables. * Spot clean all cupboards, tables, desks and other furniture and fittings. * Vacuum recesses in upholstered furniture. * Dust all surfaces, fittings, frames, signage and furniture below two metres. * Dust and spot clean all skirting. * Spot clean all walls, doors and paintwork. * Dust wall surfaces. * Clear and vacuum all carpeted areas paying attention to corners. * Clean and polish all hard floor surfaces. * Clean and sanitise telephones and computers as well as other business centre equipment (photocopier, printer etc) * Dust ceiling air vents. * Empty waste bins, as necessary. Wipe clean and replace bin liners when required. * Vacuum the carpets to remove all obvious soil, dirt and crumbs. * Clean and wipe chairs and sofas. * B. Lounge Area * Wash and clean all the vanity areas, shower receptacles and toilets using the approved methods and cleaning product and equipment. * Ensure the toilet bowls and shower rooms are clean and tidy. * Clean shower areas immediately after passengers have vacated so that they are ready for the next guests to use. * Ensure that adequate supply of combs, hand towels, dental and shaving kits is displayed neatly at the vanity area at all times. * Replenish towels, as necessary. * Top up the hand wash, hand lotion, shampoo gel, hair conditioner dispensers on a regular basis. * Clear the laundry baskets of used towels. * Empty the garbage bins regularly. * Ensure the cleaning stores are kept clean and tidy and equipment is stored correctly and safely at all times. * C. Kitchen Area * Maintain the cleanliness of the Kitchen by sweeping and mopping the floors, wiping counters etc. * Empty waste bins and rubbish and move to collection point. * Wipe clean and replace bin liners. * Report any incidents of accidents, fire, theft, loss, damage, or other irregularities to your Line Supervisor or Manager. |

|  |
| --- |
| 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 dress accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty and maintain the highest standards of personal hygiene. * To only use products and equipment supplied and specifically for the job. * Ensure that all H&S & F&S documentation for example cleaning schedules and temperature records are signed off daily once all tasks have been completed. * Comply with all legal and company procedures / polices relating to food safety, health and safety and personal hygiene. * Sign in and out when on shift to ensure hours worked are paid correctly. Follow the shift’s rosta. * Attend training sessions and staff meetings as requested and use the training given when necessary. * Act as a positive ambassador for the business and show commitment to company values in all aspects of your role. * Follow procedures for sickness, lateness and holidays. |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential   * Cleaning skills and experience * Front of house and customer facing experience * Highly motivated * Attention to detail * Able to work on own initiative within a team environment   Desirable   * Lounge experience |

|  |
| --- |
| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | Action oriented and drive for results | Work with colleagues | | Flexibility | Sociality and communication | | Hospitality and customer focus | Organized | |  |  | |  |  | |  |  | |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version |  | Date |  | | Document Owner |  | | | |