

# JOB DESCRIPTION

Position Title	Cleaning Operative	Department	Cleaning
Generic Job Title	Cleaning Operative	Segment	E&R
Team Band	Hourly paid	Location	40 Bank Street
Reports to	Cleaning Supervisor	Office / Unit name	Shell

## ORGANISATION STRUCTURE



## Job Purpose

- **Customer & Client Focus;** Deliver exceptional customer service to build valuable long term relationships with colleagues, customers and clients
- **Impact & Influence;** Communicates to build relationships and interacts appropriately with others
- **Continuous Improvement;** Seeks to raise standards and improve quality of performance and service, ensure area are clean tidy and stocked at all times
- **Working with others;** Works effectively and professionally with others to achieve the desired results

## Responsibilities

- Promote the highest level of housekeeping service within your area of responsibility in line with the clients specifications
- Responding positively, politely and promptly to all customer requirements and carry out your duties in a professional and courteous manner
- Provide a range of cleaning services to include offices/meeting rooms, toilet and showers.
- Participate in Health and Safety Policy of the Company and report any dangers, near misses or hazards.

- To report any incident of accident, fire, theft, loss or damage and take action as may be appropriate
- Wear the company uniform at all times whilst at work
- Wear any items of personal protective equipment, as specified by the manager
- Ensure that all requirements in relation to COSHH are adhered to, as specified by the cleaning supervisor
- Making yourself familiar with and follow all company procedures and regulations
- Ensuring all stocks are replenished and waste emptied in your area of responsibility
- To report any complaint or compliment and take action if at all possible
- Promote a friendly working relationship with colleagues
- To report all faults via correct method
- To attend team meetings and trainings

## **Key Performance Indicators (KPIs)**

- Evidence of positive customer relationships
- Evidence of a contribution to the cleaning and maintaining of the work area
- Evidence of a good relationship with colleagues
- Evidence of learning and development within the role

## **Skills, Knowledge and Experience**

### **Essential**

- Great customer service skills
- Strong attention to detail
- Good spoken English
- Excellent team work

### **Desirable**

- Experience of the undertaking of cleaning tasks