

Job Description: Cleaner

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| Function: | | | | Cleaning | | | | | | | | |
| Position: | | | | Cleaner | | | | | | | | |
| Job holder: | | | | Nicola Johnson | | | | | | | | |
| Date (in job since): | | | | 20 November 2017 | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Cleaning Services Manager: Steve Ault | | | | | | | | |
| Additional reporting line to: | | | | Senior Supervisors: Angela Simmons, Dunia Davis | | | | | | | | |
| Position location: | | | | Colchester PFI | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Cleaning Authority facilities as directed by line management, and detailed in Essence specification * To work to the Service Standard Statement for Cleaning | | | | | | | | | | | | |
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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. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | n/a | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | n/a |
| Net income growth: | | n/a | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | n/a |
| Characteristics | | * Cleaning Service only | | | | | | | | | | |

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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. |
| CLEANING DISPOSITION CHART    Cleaning Services Manager - Steve Ault    Senior Supervisor - Angela Simmons Senior Supervisor – Dunia Davis    Supervisor - Supervisor - Supervisor -  Supervisor - Supervisor - Supervisor -  All other Cleaners |

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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. |
| * Clean buildings/facilities which are occupied by military and civilian personnel, and are in use * Provide a high standard of service according to the job specification provided through Essence * Observe all Sodexo Health & Safety and QA processes and policies at all times |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To clean accommodation blocks, office and workshop areas as directed by the SSS/Essence/Management * Clock in and out daily via the TMS system; report any absence to the cleaning office * Vacuuming of carpeted areas including stairs * Wiping down of kitchen surfaces, damp-mopping of floors where required * Cleaning of bathrooms and ablution areas, to include baths, showers, urinals, toilets, sinks * Replenish consumables including toilet rolls, soaps and paper hand towels * Use buffing machines on required floors * Spot clean carpets, and use carpet cleaning machine as directed * Empty bins as directed * Damp-dust all required surfaces including desks, skirting boards, stair-rails, furniture * Attend individual and team monthly training as directed * Attend supervisor/Manager’s team briefs and huddles as instructed * Wear PPE as provided and instructed at all times * Report all Near Misses and/or accidents through line management as trained * Observe all Sodexo and/or Authority Health & Safety, Fire, Environmental or QA processes and policies at all times * Cover absence as required * Be flexible to cover other areas within the Colchester PFI as directed and where there is a Business need * This list of activities is not exhaustive, and other/ad hoc duties may be required at any time |

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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. |
| * Ensure the standards required within the SSS are met * Nil failures via the customer survey process * Reduction in Accidents and near Misses across the site |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Some recent experience in commercial cleaning work required * Driving licence desirable but not essential |

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| 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 |  | | * Learning and Development |  | | * Brand Notoriety |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Innovation and Change |  | |

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| 9. Management Approval – To be completed by document owner |
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