

Job Description: Cleaner Operative



Function:	Cleaning Department, Sodexo Justice Services
Position:	Cleaner Operative
Job holder:	
Date:	
Immediate manager:	Mike Everett, Facilities Manager
Additional reporting line to: Internal verifier	Hilda Errington, Cleaning Supervisor Andrea Cremin, Senior Administrator
Position location:	Exeter Crown and County Court

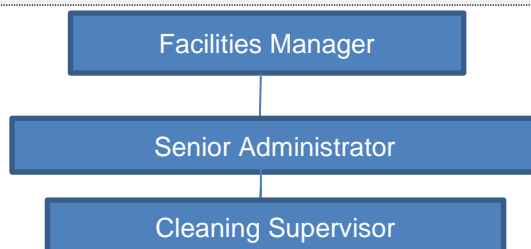
1. Purpose of the Job

- To provide the highest levels of cleanliness and hygiene to the company standards in line with the contract specifications and the contract KPIs

2. Dimensions

N/A

3. Organization chart -



4. Context and main issues

- Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and company regulations, wearing company uniform as specified.
- Comply with all company policies and client policies and procedures.
- Comply with all H+S requirements.
- Comply with all COSHH regulations.
- Complete your tasks with a work safe home safe attitude

5. Main assignments

- Have full knowledge of all areas which are to be cleaned in the course of duty.
- Ensure all areas are cleaned efficiently and in a timely manner to the required standards.
- Only use chemicals and equipment you have been trained on.
- Report any equipment which is faulty, mark as faulty and do not use.
- Report any H+S issues immediately.
- Ensure wet floor signs and warning notices are posted, when completing your tasks
- To be aware of material expenditure and cost and avoid unnecessary waste.
- Ensure that the cleaning stores are kept clean and tidy and equipment stored safely at all times.
- Inform your line manager of low levels of cleaning material stocks where appropriate so that new supplies can be re-ordered.
- Attend training course and meetings as is necessary to maintain standards in the contract and assist in carrying out the job role efficiently.
- Provide cover in other areas in times of sickness and holidays.
- Ensure all cleaning equipment is kept clean and maintained in safe working order.
- Report any defects to the line manager/supervisor immediately.
- Carry out all other reasonable tasks as directed by your line manager.

6. Accountabilities

- Clean to a high standard
- Ensure the H+S of yourself; customers and client are your first priority.
- During the course of your duties you may have access to, or witness confidential information, which must not be discuss it with anyone.

7. Person Specification –

- Able to clean all areas of the court building paying particular attention to detail.
- Experience in cleaning services.
- Comply with company and statutory regulations.
- To be agreed with line manager/supervisor for a particular location. K.P.Is to be monitored as part of performance review and appraisal process.
- To deliver consistent level of service within the company standards in line with the contract specifications.

8. Competencies –

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| ▪ Growth, Client and Customer Satisfaction / Quality of Service |
| ▪ Rigorous management of results |
| ▪ Brand Notoriety |

	▪ Commercial Awareness	
	▪ Employee Engagement	
	▪ Learning and Development	
	▪ Innovation and Change	

9. Management Approval

Version

one

Date: 11/09/2017

Document Owner

Mike Everett