Oper

Job Description:   
Cleaner (Evening)

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| Function: | | | Operations. Corporate Services. Pharmaceuticals | | | | | | | | |
| Position: | | | Cleaner (Evening) – 17:00 – 21:00 (20hrs per week) | | | | | | | | |
| Job holder: | | | N/A | | | | | | | | |
| Date (in job since): | | | N/A | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | Evening Cleaning Team Leader | | | | | | | | |
| Additional reporting line to: | | | Brenda Smith, Cleaning and Grounds Supervisor | | | | | | | | |
| Position location: | | | High Wycombe, 50-100 Holmers Farm Way, High Wycombe HP12 4DP | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | |
| * To provide the highest levels of cleanliness and hygiene to the Company standards within the service specification. * To focus on the expected team behaviours for achieving significant results and outcomes for the business, helping to maintain its leading edge status within the industry and our reputation with our customers. | | | | | | | | | | | |
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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 FY21  £TBC | | EBIT growth: | | tbc | Growth type: | £tbc | Outsourcing rate: | n/a | Region  Workforce | CIRCA employees | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | 1 x HRBP | |
| Cash conversion: | | tbc |
| Characteristics | This is an important role within the Sodexo organisation. The role is focused on delivering world class integrated FM with oversight from Sodexo management.  The business needs will vary in line with contract requirements and there is an expectation that you will provide support as necessary within your abilities and capabilities. | | | | | | | | | | |

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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. |
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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. |
| * Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH. * Work to Cleaning Schedule as agreed with Line Manager. * KPI’s to be monitored as part of performance review and appraisal process. * To deliver consistent level of service within the company standards to the contract specification and agreed performance qualitative and financial targets. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * 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 SOP standards. * Have full working knowledge of all cleaning equipment, materials and agents and use cleaning equipment as directed by your line manager only after correct COSHH training has been given. Report any equipment which is faulty, mark as faulty and do not use. * Report any safety hazards or inappropriate compromises to the line Manager e.g. locked fire door, lifting flooring, lights not working etc. * Ensure that the specified safety signage is used at all times, e.g. wet floor signs and “warn/advise” customers where possible. * To be aware of material expenditure and cost and avoid unnecessary waste. * Ensure that cleaning stores are kept clean and tidy and equipment stored safely at all times. * Comply with all security regulations for cleaning materials, equipment and buildings as laid down by client and Sodexo and report immediately any shortages or discrepancies found. * Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and Company regulations, wearing company uniform as specified. * To deal with any complaints by immediately reporting them to the Line Manager. * Attend training courses 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 & maintained in safe working order. Report any defects to the supervisor/Manager immediately. * Comply with all Company policies procedures and client site rules and regulations. * Carry out all other reasonable tasks as directed by management. * Complete the tasks allocated, by the line manager, in accordance with Company`s standards, practices and procedures |

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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. |
| * No justifiable complaints from building users or client staff within your teams work areas. * Pass mark achieved in cleaning quality control audits in all the areas you are responsible for. The aim being that everyone achieves 90% or above. * No issues or concerns highlighted in relation to health and safety. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Skills and Attributes Required:**   * Ability to show initiative and promote ideas. * Excellent time management and organisational skills. * Excellent 'multi-tasking' abilities. * Ability to work well and remain calm under pressure. * Reliable, Detail conscious. * Good interpersonal skills and ability to communicate effectively with customers, clients, and staff. * Good time management and organisational skills.   **Other relevant information**   * To relieve and assist in other establishments in certain circumstances. * To attend and participate in meetings and training courses as required. * This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Client Growth and Customer Satisfaction | * Innovation and Change | |  | * Brand Notoriety | |  | * Planning and Organising | |  |  | |  |  | |

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| 9. Management Approval |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 2 | Date | 15/03/2021 | | Document Owner | David Woodhouse | | | |

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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |