

Job Description:
Cleaning Operative

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| Function: | Cleaning Service |
| Job:  | Cleaning Operative |
| Position:  | Cleaning Operative |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Cleaning Supervisor |
| Additional reporting line to: | GSM and Account Manager |
| Position location: | Chivas Hammersmith and Chivas Beefeater |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To be responsible for the cleaning and servicing of areas, as allocated by the Cleaning Manager or Supervisor to the standard required by the Client and Sodexo
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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 FY18: | €TBC | EBIT growth:  | TBC | Growth type: | NA | Outsourcing rate: | NA | Region Workforce | CS |
| EBIT margin: | TBC |
| Net income growth: | TBC | Outsourcing growth rate: | NA | HR in Region  | Central |
| Cash conversion: | TBC |
| Characteristics  | * Services managed – cleaning, initial, pest protection, FM services
* Size of team - 8
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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. |
| GSM Chivas Brothers UK Ltd Cleaning SupervisorCleaning TeamHead of Talent  |

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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. |
| * Ensure that the cleaning is delivered in line with the client contract and is compliant with essence service offer
* Embrace company policy and the cleaning development program
* Ensure that all Sodexo HR policies and procedures are adhered to, including PDR process
* Communicate effectively with cleaning supervisor and cleaning team, attend regular meetings
* Ensure full compliance with Health, Safety and Environmental policies
* Ensure full compliance with Sodexo purchasing policies and procedures
* Attend all relevant training courses as identified by your line manager
* Attend team meetings as required
* Sign in and out of time book as instructed
* Report absences and sickness in line with company policy
* Store deliveries properly and stock rotate
* Perform other such duties as may be reasonably requested by your line manager
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensure complete 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 - this to include weekly and period tasks.
* Use cleaning chemicals safely as detailed by the Control of Substances Hazardous to health guidelines (COSHH)
* Ensure full working knowledge of all cleaning equipment, materials and agents and use cleaning equipment as directed by the Cleaning Manager/Supervisor only after correct training is given. Report immediately any equipment which is faulty, mark as faulty and do not use.
* Ensure that the safety signage is used appropriate at all times, e.g. wet floor signs and “warn” customers where possible.
* Ensure that cleaning stores are kept clean and tidy and equipment is stored correctly and safely at all times.
* Comply with all security regulations for cleaning materials, equipment and buildings as laid down by client and Sodexho.
* Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and Company regulations, wearing company uniform as specified
* Draw to the attention of the Cleaning Supervisor/Manager low levels of cleaning material stocks where appropriate so that replacement/new supplies can be re-ordered
* Draw to the attention of the Cleaning Supervisor/Manager any potential hazards on site or infringements of Health & Safety Legislation.
* Attend training courses and meetings as is necessary to maintain standards in the contract and assist in carrying g out the job role efficiently
* Provide cover in other areas in times of sickness and holidays when requested by the Cleaning Manager/Supervisor
* Ensure all cleaning equipment is kept clean & maintained in safe working order.
* Comply with all Sodexo Company policies procedures and client site rules and regulations
* Comply with all Company & client policies and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place
* To attend to any reasonable management request
* Report and take necessary action for any incidents of accidents, fire, theft, loss, damage, or other irregularities.
* Sodexo values of Service Spirit, Team Spirit, and Spirit of Progress are to be demonstrated by cleaning operative, and embedded within the cleaning team
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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. |
| * Positive feedback from customers and client
* All relevant compliance measures achieved
* Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
* COSHH trained
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Cleaning experience and knowledge
* Commitment to service excellence
* Client customer communication skills, with the ability to develop long term relationships
* Sound knowledge of health and safety
* Experience working in a cleaning team
* Experience working in a standards /compliance environment
* NVQ’s , BICS
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Working with Others
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| * Brand Notoriety
 | * Innovation and Change
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| * Commercial Awareness
 | * Continuous Improvement
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 01/03/18 |
| Document Owner | Jennifer Robb |

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