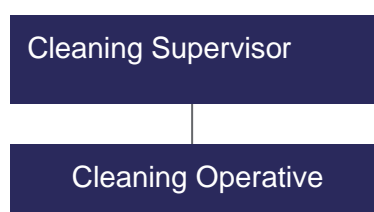


JOB DESCRIPTION

Position Title	Cleaning Operative	Department	Cleaning
Generic Job Title	Cleaner	Segment	Government services
Team Band	Unbanded Front Line	Location	Cardiff
Reports to	Cleaning Supervisor	Office / Unit name	HMRC Cardiff RC

ORGANISATION STRUCTURE



Job Purpose

- To be responsible for the cleanliness of the building and specific cleaning tasks, working to achieve the Service Level Agreement and providing an outstanding service.
- To support the Sodexo team and the HMRC personnel by carrying out general unskilled tasks as delegated.
- To deliver the highest standards of customer service

Accountabilities or “what you have to do”

- To carry out Sodexo Cleaning in Specific Areas and on Job Specific tasks to the required standard established by the Service Level Agreement.
- To ensure all specific tasks and areas are cleaned efficiently and in a timely manner to the required standards. This to include daily, weekly, quarterly and annual tasks.
- To effectively carry out a full clean of areas as agreed within the Service Level Agreement as designated to include; all areas at HMRC Cardiff RC.
- To have full working knowledge of all cleaning equipment, materials and chemicals and the use of cleaning equipment as directed by the Front of House Manager or Cleaning supervisor, only after correct training has been given.
- Report any maintenance issues immediately to include equipment that is faulty, or any risks or hazards identified.
- To ensure that the appropriate safety signage is used at all appropriate times e.g. wet floor signs to ‘warn’ customers were possible.
- To ensure that Cleaning stores are kept clean and tidy and equipment is stored correctly and safely at all times.
- To ensure a high standard of personal hygiene is maintained at all times and that uniform provided and specified is worn with care to being clean and ironed.

- To ensure you wear all personal protective equipment provided and specified for the tasks
- To take part and effectively engage in employee training and having a full understanding of Health and Safety, COSHH, Cleaning methods, Cleaning Training and Site Specifics Procedures.
- To deal with any complaints / issues from customers immediately and report directly to Cleaning Supervisor
- To participate actively within team meetings in order to develop ideas to enhance service offer.
- To perform miscellaneous cleaning tasks as instructed by the Cleaning Supervisor.
- To be flexible to work additional hours in order to cover holiday and sickness within the team.
- To assist with the lifting and movement of furniture within a team or at preparation for deep cleaning or meetings
- To work at all times, with awareness of surroundings and behaviour required, plus also following the security procedures in place
- To complete any paperwork pertinent to the area of work
- To offer excellent customer service to all customers
- Secure your working area at the end of the working day.
- It should be noted that this document is not exhaustive, additional responsibilities/ad hoc duties may be required

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- No justifiable complaints from building users / client staff within your scope of works
- No issues and concerns highlighted in relation to health and safety
- All faults and defects addressed within agreed timescales
- All work schedules followed, and administration completed within agreed timescales

Skills, Knowledge and Experience

Essential

- Must be prepared to work internally and externally.
- Health and Safety Procedures must be followed at all times.
- Identify the standard/end result required for a task and complete it accordingly.
- Support team to achieve work goals, etc.
- Work within the Health and Safety Guidelines and Quality Procedures, where appropriate, at all times.

Desirable

- Ability to work under one's own initiative.

Contextual or other information

- To attend to any reasonable management request
- To assist other team members to ensure all work duties are carried out to the specified standards
- To be flexible to cover holidays and absence

Version	1.0	Date	SEP 20
Document owner	TH		