

Job Description

Job title	Cleaning Operative	March 23
Local title	i.e., Housekeeper	
Reports to (title)	Cleaning Supervisor	
Contract/Department		
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

Required to undertake duties as directed and respond to reactive requests, providing best practice in all cleaning activities carried out to uphold company value at all times and to meet contractual deliverables.
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Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

<ul style="list-style-type: none">• Carry out cleaning tasks to ensure the agreed standards and ensure workload is prioritised and completed.• Ensure any repairs noticed during cleaning duties are reported.• Ensure a timely response to any service shortfalls identified.• Conduct all necessary daily maintenance on machinery (as trained) and report any issues.• Carry out additional or special cleans as instructed.• Ensure adequate stocks of consumables are available in nominated cleaning stores and where necessary requests for replenishments are submitted.• Attend and complete training as required.• Use chemicals and equipment as trained.• Liaise with customers and clients in a professional manner, escalating as required to ensure resolution.• To always work safely, raising any health and safety risks or hazards.• Good housekeeping of equipment and consumables and storage areas.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Job Description

None

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

<ul style="list-style-type: none"> • Previous experience of workplace cleaning would be an advantage • Good time keeping • Experience of providing good customer service • Methodical and meticulous approach to work • Be able to read and speak English to ensure safe working practices are followed
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Other factors relevant to the job – *account specific*

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Can add text

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

Job Description

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	