



CLEANING OPERATIVE

JOB DESCRIPTION

DEPARTMENT:	Neika Cleaning Services - Contract Cleaning	DATE:	October 2021
RESPONSIBLE TO:	Manager		

JOB PURPOSE

The post holder is responsible for providing a first-class cleaning service to customers and to fulfil the responsibilities of the Contract Cleaning Department. This may be in any number of different types of client premises from restaurants, bars, dental practices, offices or other commercial premises. The post holder will represent the company by delivering high standards and professionalism at all times, whilst maintaining the safety of colleagues, customers and the general public and the security of clients' premises and property.

RESPONSIBILITIES

- Providing the highest level of cleaning service within the area of responsibility in line with the company, client and site specifications
- Responding positively, politely and promptly to all customer requirements and carry out the duties of the role in a professional and courteous manner
- Providing a range of general cleaning services to a high standard, to include: vacuuming, sweeping, mopping, dusting, cleaning toilet/shower/washroom facilities, emptying bins and recycling, carpet cleaning, glass and mirror cleaning in the following areas: offices/meeting rooms, toilets/showers/washrooms, public reception or waiting areas, staff rooms, store rooms, practice rooms, guest hospitality areas, bar back, outdoor patios (this is not an exhaustive list)
- In line with correct manual handling techniques, to lift and move boxes and move furniture to allow areas to be thoroughly cleaned
- Ensuring all stocks are replenished in your area of responsibility
- Ensuring regular checks are carried out to the equipment/machines used during hours of work and that all the equipment is left clean and in good working order at the end of the shift, reporting any defects to your Manager
- Making yourself familiar with and following all company procedures and regulations
- To abide by and keep up-to-date with the Health and Safety Policies of the company and report any dangers, near misses or hazards you encounter to your Manager
- To abide by and keep up-to-date with the general policies and procedures of the company
- To be versatile and able to work on their own initiative
- To arrive to work promptly and report any sickness or absence by giving as much notice to your manager as possible
- To keep client sites safe and secure
- To follow the procedures on signing in and out of work and complete timesheets correctly and in a timely manner.
- To undertake any job-related training requested by your manager



- To maintain strict confidentiality at all times
- As a term of your employment you may be required to undertake such other duties commensurate with your salary, role and/or hours of work.

PERSON SPECIFICATION

EXPERIENCE:

(Types of experience needed)

- Previous experience in a customer service focused role
- Over 1 year experience of cleaning in a commercial setting to a high standard

QUALIFICATIONS:

(Minimum qualifications needed - relevant experience may be a substitute)

- Will have completed training in COSHH
- Will have completed Manual Handling Training
- Willing to develop skills and abilities. In-house coaching/training
- If working in certain environments -DBS checked (or willing to undergo check).
- You will be asked first before a DBS check is carried out.

SKILLS & ABILITIES:

(written/oral communication, team working, customer service etc)

- Ability to demonstrate team working skills
- Self-motivated
- Ability to work unsupervised at times
- Ability to prioritise and manage workload
- It is essential that the post holder is physically able to: manage all items of manual and electrical cleaning equipment safely; climb the stairs many times throughout the day and to cover large distances comfortably and at reasonable pace while moving from location to location on a large site.
- Ability to use initiative when confronted with new task/situation.
- Reliable and Calm