

# Job Description & Person Specification



<b>Job Title</b>	Cleaning Operative
<b>Division/Location</b>	Medway Norse Hard FM
<b>Reporting to</b>	Head of Hard Services
<b>Weekly Hours</b>	
<b>Grade/Salary</b>	

<b>Job Description</b>	
<b>The Role:</b>	
To undertake, individually or as part of a team, the cleaning of a designated area and ensure it is kept in a clean and hygienic condition. Maintain the cleanliness of the building using cleaning materials as instructed and operating cleaning machinery in cleaning soft and hard surfaces e.g. vacuum cleaners and polishers.	
<b>Main Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Vacuum cleaning hard and soft floors.</li> <li>• Spot cleaning of spillages .</li> <li>• Wiping furniture, ledges, pipes, paintwork, doors and polishing door glass .</li> <li>• Emptying and cleaning bins .</li> <li>• Cleaning toilets including sanitary fittings and surrounds .</li> <li>• Mopping and spray cleaning hard floor surfaces.</li> <li>• Wiping and polishing and straightening furniture .</li> <li>• Replenishing janitorial supplies in toilets etc.</li> <li>• Ensure security of the building i.e. check windows and doors are closed/locked and lights are switched off.</li> <li>• Ensure correct policy and procedures are complied with at all times, including Health and Safety, COSHH, Manual Handling etc.</li> <li>• Only use authorised cleaning materials and as instructed.</li> <li>• Ensure issued PPE is worn at all times</li> <li>• Report faulty machinery/equipment and possible Health and Safety hazards immediately.</li> <li>• Maintain building policy and procedures.</li> </ul>	
<b>Other Duties</b>	
The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.	

### Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

**Quality** – We will focus on the delivery of high standards in all that we do.

**Innovation** – We will have the courage and commitment to embrace new ideas and support different ways of working to ensure our services are delivered in the most effective way possible.

<b>Approval/Review Date</b>			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

**Respect** – We will aim to listen and fully understand what is required of us by the people, organisations and communities with which we work.

**Trust** – We will be transparent, accountable and take ownership of our responsibilities.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	Knowledge of Health and Safety requirements.	Desirable	AF/I
	Knowledge of COSHH.	Desirable	AF/I
	BICS qualified.	Desirable	AF/I
<b>Experience</b>	Previous experience of commercial cleaning.	Desirable	AF/I
<b>Skills/Abilities</b>	Able to work alone or as part of a team.	Essential	AF/I
	Ability to accurately carry out verbal and written instruction.	Essential	AF/I
	Ability to follow Health and Safety instructions.	Essential	AF/I
	Good communication skills both written and verbal.	Essential	AF/I
	High standard of customer service.	Essential	AF/I
<b>Other Requirements</b>	Participate in training sessions as required to BICSc accredited standard		

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health &amp; Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Approval/Review Date			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

Agreement			
Employee Name:		Date:	
Employee Signature:			

Approval/Review Date			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	