

Job Description & Person Specification

Job Title	Cleaning Operative
Division/Location	Medway Norse
Reporting to	Head of Hard Services
Weekly Hours	10
Grade/Salary	£18,643.56 pro rata

Job Description
The Role:
Undertaking, individually or as part of a team, the cleaning of a designated area and ensure it is kept in a clean and hygienic condition. Maintaining 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.
Main Responsibilities:
<ul style="list-style-type: none">• Vacuuming hard and soft floors.• Spot cleaning of spillages.• Wiping furniture, ledges, pipes, paintwork, doors, and polishing door glass.• Emptying and cleaning bins.• Cleaning toilets including sanitary fittings and surrounds.• Mopping and spray cleaning hard floor surfaces.• Wiping and polishing and straightening furniture.• Replenishing janitorial supplies in toilets etc.• Ensuring security of the building i.e. check windows and doors are closed/locked and lights are switched off.• Ensuring correct policy and procedures are complied with at all times, including Health and Safety, COSHH, Manual Handling etc.• Only using authorised cleaning materials and as instructed.• Ensuring issued PPE is worn at all times.• Reporting faulty machinery/equipment and possible Health and Safety hazards immediately.• Maintain building policy and procedures.
Other Duties
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, including:
<ul style="list-style-type: none">• Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.• Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.• Demonstrating personal commitment to the Norse Way CSR Strategy.

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

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of Health and Safety requirements.	Desirable	AF/I
	Knowledge of COSHH.	Desirable	AF/I
	BICS qualified.	Desirable	AF/I
Experience	Previous experience of commercial cleaning.	Desirable	AF/I
Skills/Abilities	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
Other Requirements	Participate in training sessions as required to BICSc accredited standard.	Essential	I

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 & 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>

Our Values

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

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

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Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

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