

Job Title	Cleaner
Division/Location	Newport Norse
Reporting to	Area Cleaning Manager
Weekly Hours	Monday – Friday
Grade/Salary	Salary as Advertised

Job Description

The Role:

To assist the Area Cleaning Managers in providing customers sites with clean, safe, hygienic environments by maintaining high standards of cleanliness in line with Newport Norse training and cleaning specifications.

Main Responsibilities

- To respond to direction from the Area Cleaning Manager and/or Site Supervisor in delivering excellent customer service in by providing cleaning services for a particular site
- To clean areas to a high standard as directed by the Area Cleaning Manager or site supervisor (where applicable), to include clearing and cleaning of floors, toilets, fixtures and fittings in accordance with the cleaning instruction or specification
- To report any defects in the facility 's structure or equipment to the Site Supervisor (where applicable) or the Area Cleaning Manager
- To undergo training in health and safety, cleaning methods, chemical usage and the use of cleaning equipment or appliances in line with Newport Norse policies and procedures
- To ensure any concern from the cleaning team or the customer regarding the cleaning operation is communicated to the Area Cleaning Manager
- To observe all health and safety regulations regarding use of cleaning equipment and cleaning chemicals, personal protective equipment (PPE) and control of substances hazardous to health (COSHH)
- Maintain awareness of any training as directed by the Area Cleaning Manager to comply with current legislation, safe working practices and updated methods

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:

- 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 :	

Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of Health & Safety regulations relevant to the position	Desirable	AF / I
Experience	Previous experience in a similar cleaning role	Desirable	AF
	Working in a school environment	Desirable	AF / I
Skills/Abilities	Ability to work independently and ad part of a team	Essential	AF / I
	Comfortable liaising with the general public	Essential	AF / I
	Good communications skills	Essential	I
	Able to follow instruction and complete tasks as directed	Essential	AF / I
Other Requirements			

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 will focus on the delivery of high standards in all that we do.

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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.

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.

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