

# Job Description & Person

<b>Job Title</b>	Cleaning Operative
<b>Division/Location</b>	Norse TFM - Norwich Research Park
<b>Reporting to</b>	Facilities Manager
<b>Weekly Hours</b>	As specified on advert
<b>Grade/Salary</b>	As specified on advert

<b>Job Description</b>
<p><b>The Role:</b></p> <p>To ensure that the site is maintained in a clean and organised condition to provide a clean and hygienic environment.</p>
<b>Main Responsibilities</b>
<ul style="list-style-type: none"> <li>• Clean all general and specified areas to the required standard</li> <li>• To ensure that all equipment and materials required to perform all cleaning tasks are maintained in an hygienic and safe condition. All Health and Safety requirements should be met along with any regarding quality standards.</li> <li>• Ensure that cleaning cupboards are maintained in a clean and tidy way.</li> <li>• To follow and adhere to procedures for the replacement of broken/damaged equipment.</li> <li>• To maintain a clean and smart appearance at all times and referring any comments back to the Supervisor/Soft Services Manager.</li> <li>• To be fully aware and comply with COSHH - The Control of Substances Hazardous to Health Regulations.</li> <li>• To ensure that any monthly overtime timesheets are completed, as necessary</li> <li>• The completion of all 'ad hoc' requests issued by the Facilities Manager</li> <li>• To report any cleaning difficulties to the Facilities Manager.</li> <li>• To adhere to all Norse Commercial Services' policies and procedures.</li> <li>• To take reasonable care for the Health and Safety of yourself and other persons who may be affected by the post-holders actions or omissions at work.</li> <li>• To attend both internal and external training courses and sessions as required.</li> </ul>
<p><b>Other Duties</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as</li> </ul>

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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.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	A basic level of literacy & numeracy	Desirable	AF
	Knowledge of basic cleaning equipment	Desirable	I
<b>Experience</b>	Experience of general cleaning duties	Essential	AF/I
	Experience working alone and as part of a team	Essential	AF/I
<b>Skills/Abilities</b>	Able to undertake a range of manual cleaning activities	Essential	AF/I
	Ability to maintain high standards of cleanliness in accordance with specified rotas	Essential	I
	Ability to able to use own initiative	Essential	I
	Ability to work effectively and supportively as a member of the team	Desirable	I
	Ability to take personal responsibility for standard of work carried out	Essential	AF/I
<b>Other Requirements</b>	Willing to undertake training course that are relevant to the duties of the post or are required for Health and Safety reasons	Essential	I
		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 &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>

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### 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.

**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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