

Job Title	Cleaning Operative
Division/Location	TFM / The Cotman Centre, Norwich
Reporting to	Cleaning Supervisor
Weekly Hours	As Advertised
Grade/Salary	As Advertised

Job Description
The Role:
<p>To ensure that the site is maintained in a clean and organised condition to provide a clean and hygienic environment for the local NHS and the general public.</p> <p>As this position is in a healthcare environment, standards of cleanliness required will be high.</p>
Main Responsibilities:
<ul style="list-style-type: none"> • Cleaning all general and specified areas to the required standard that incorporates all quality standards as previously noted above. • Ensuring 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 • Ensuring that cleaning cupboards are maintained in a clean and tidy way. All cupboards should be maintained to meet the standard required. • Following and adhering to procedures for the replacement of broken/damaged equipment. • Maintaining a clean and smart appearance at all times and referring any comments back to the Supervisor/Soft Services FM Manager. • Complying with COSHH - The Control of Substances Hazardous to Health Regulations. • Co-operating with customers in carrying out tasks as required. • Ensuring that any monthly overtime timesheets are completed, as necessary • Completing all 'ad hoc' requests issued by the Soft Services FM Manager or Superviso • Reporting any cleaning difficulties to the Supervisor • Adhering to all Norse Commercial Services' policies and procedures. • Taking 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. • Obtaining a valid DBS (Disclosure & Barring Service) check or be prepared to have one undertaken before commencement of work. • Wearing the issued uniform and safety shoes, as required • Attending both internal and external training courses and sessions as required. <p>Other Duties</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"> • 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	A basic level of literacy & numeracy	Desirable	AF
	Knowledge of COSHH regulations	Essential	I
Experience	Experience of general cleaning activities	Essential	AF/I
	Working alone and as part of a team	Essential	AF/I
Skills/Abilities	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 work in an organised and methodical manner	Essential	I
	Ability to able to use own initiative	Desirable	I
	Ability to work effectively and supportively as a member of the team	Essential	AF/I
	Ability to take personal responsibility for standard of work carried out	Essential	I
Other Requirements	Willingness to work flexible hours on occasions	Desirable	I
	Willingness to maintain confidentiality on all school matters	Essential	I
	Willing to undertake training course that are relevant to the duties of the post or are required for Health and Safety reasons	Essential	AF/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>

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		:	
Approved by HR Director:		Date	
		:	

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.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

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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