**Job Description**

**Job Title:** Cleaning Operative

**Responsible to:** Cleaning Supervisor or SDM

Main Purpose of the Job

To provide an excellent service and be experts in cleaning provision for our clients

To carry out your duties with attention to detail, by doing things right first time

To work as part of the Glen Family team by treating others with respect and care

To carry out your duties in a safe manner, work effectively and adhere to all Glen and our Client’s procedures and instructions

**Main Duties Customer Satisfaction**

1. To acknowledge your customers in a polite and professional manner
2. To always deliver expectations of our service by doing things right first time and owning individual customers requests
3. Always maintain a can do, will do attitude
4. Listen to feedback and follow up actions in line with the standards agreed
5. Always walk with purpose, dress professionally by ensuring a smart and clean appearance and display positive body language -smile!

## Operational Excellence

1. To carry out cleaning activities to the standards confirmed in the site specification and to the standards trained and defined within the British Institute of Cleaning Science (BICS)
2. To be knowledgeable about all areas of your job and consider ways to improve on existing standards of work
3. To ensure that cleaning cupboards are appropriately stocked, and in a safe and tidy condition always and are kept locked
4. To ensure that you are aware of, and meet the legal and Company requirements for fire, safety, health and hygiene
5. To report Health and Safety issues to your line manager
6. To report all accidents and near misses to your manager and ensure appropriate records are made by completing the required paperwork
7. Promote good safety habits and methods of work.
8. To report any defects with machinery and be aware of service requirements
9. To ensure all appropriate signs are provided and used within the various areas if applicable.
10. To ensure that all protective equipment is used correctly as specified by the Health and Safety at Work Act 1974
11. To attend appropriate training to update your skills and knowledge
12. To ensure appropriate use of stock, to minimise wastage and cost to Glen
13. To perform any other reasonable duties as required by your Manager

**Task List in conjunction with the standards defined by the British Institute of Cleaning Science.**

* Chemical competence
* Machines: Safe use and care
* Storage of equipment
* Mop sweeping
* Single solution mopping
* Buffing
* Suction cleaning
* Wall washing
* Dust, damp wipe, wash, polish application
* Cleaning toilets, wash hand basins, urinals, washroom furniture
* Cleaning telephones
* Vacuum cleaning
* Body fluids and sharp objects
* Stain removal
* Cleaning kitchen work surfaces

This job description is a guide to the work you will undertake, it may be changed from time to time to incorporate any changing circumstances

**Name:**

**Employee: Date:**

**Signature**

**Name:**

**Manager: Date:**

**Signature**

