

# JOB DESCRIPTION

JOB TITLE	Cleaning Operative
DATE	July 2025
DIVISION	Healthcare & Education (SEF)
SITE / OFFICE	Designated Region – SEF
REPORTS TO	Cleaning Manager

## ROLE OVERVIEW

This recruitment campaign is being managed by **OCS Group UK** on behalf of **Sussex Estates and Facilities LLP (SEF)** - which is a partnership formed between OCS and the **University of Sussex**. SEF is the direct employer for this role and is responsible for delivering facilities management services across the University of Sussex estate.

OCS is proud to partner with the University of Sussex in this long-term collaboration. With a workforce of over 50,000 colleagues and a turnover exceeding £2 billion, OCS is a market leader in delivering innovative and award-winning services across facilities management, including hard services, cleaning, security, and catering. These strengths underpin our commitment to excellence in the SEF partnership.

Our shared mission is to enhance the University campus by ensuring it operates smoothly and efficiently, aligning with the University's values and commitment to sustainability. Together, we are dedicated to making the campus a better place for students, staff, and the broader community. The partnership is built on the core values of **Trust, Respect, Unity, and Empowerment**, guiding how we work and deliver services.

**Please note: The employing organisation for this role will be Sussex Estates and Facilities LLP.**

Sussex Estates and Facilities (SEF) are recruiting Cleaning Operatives to deliver exceptional, high-quality customer service to students, staff, and visitors. The role primarily involves maintaining a high standard of cleanliness within academic buildings, in line with the Service Level Agreement. The position supports day-to-day facilities services and contributes to a positive student experience.

# KEY TASKS & RESPONSIBILITIES

- Clean academic buildings to a high standard.
- Follow instructions from the Cleaning Supervisor efficiently and professionally.
- Use cleaning equipment and materials safely and correctly.
- Replenish janitorial supplies in lavatories (toilet tissue, hand towels, soap).
- Empty general and recycling waste bins.
- Perform cleaning tasks such as sweeping, vacuuming, polishing, and dusting.
- Operate deep cleaning machines (e.g., floor buffers, carpet machines).
- Provide excellent customer service.
- Adhere to health and safety regulations.
- Collect and return security keys safely.
- Report building defects and incidents to the supervisor.
- Report welfare concerns as needed.
- Support a positive student experience.

# QUALIFICATIONS, SKILLS & EXPERIENCE

## Essential:

- Ability to understand written and verbal instructions.
- Effective communication with customers, visitors, and colleagues.
- Ability to use cleaning equipment.
- Capable of working independently and as part of a team.
- Awareness of confidentiality issues.
- Basic knowledge of COSHH and Health & Safety.
- Previous cleaning experience.
- Reliable, punctual, self-motivated, and takes pride in work.
- Able to move loads up to 15kg.
- Committed to high standards of customer service.
- Flexible to work additional hours when required.

## Desirable:

- Experience in a higher education environment.
- NVQ Level 1 or 2 in Cleaning Science or BICS.

# CORE EXPECTATIONS

## Operational needs

- Able to work additional hours, especially during summer vacation.
- Flexible and adaptable to changing tasks and priorities.
- Maintain a tidy and stocked meeting point.
- Handle deliveries of cleaning products and equipment.

- Respond to reactive cleaning needs (e.g., spillages).

#### Health & Safety:

- Follow all group and company policies and procedures.
- Report deficiencies in systems or equipment that may pose risks.
- Use all work equipment and PPE properly and as trained.
- Report any issues or training needs to the line manager or via the incident reporting system.
- Build health and safety into all aspects of work.

## Working Arrangements

- Working hours: Monday to Friday (exact times not specified in the document).
- Based within academic buildings under Sussex Estates and Facilities.

## Acceptance of role

#### Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

#### AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: