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| 1.1 | 1.1 | Job Details |
|  | Job Title | **Domestic Cleaning Operative** |
|  | Business Unit/Division | Infrastructure and Healthcare |
|  | Department | Healthcare |
|  | Location |       |
|  | Responsible to | Line Manager |

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| 1.2 | Overall Purpose of the Role |
| To carry out all cleaning duties as required by your Line Manager and in accordance with the work schedule for your area. You will perform these duties in a professional manner and strive to exceed customer expectations, never over promising or under delivering. |
| **Health & Safety Purpose:** To take a direct interest in the health and safety of yourself and others who may be affected by your work activities. |

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| 1.3 | Main Duties & Responsibilities of the Role |
| 1.3.1 | To ensure that all cleaning tasks carried out in accordance with NHS Cleaning standards or equivalent. |
| Inpatients | Dusting low & high, vacuuming & washing down all areasCleaning of any glass partitionsSpot cleaning upholstery, curtains & carpetsCleaning of officesCleaning of Toilets, Bathrooms, Shower Rooms & BasinsRestocking of all soaps, handtowels & toilet paperEmptying & cleaning of waste binsCleaning of dining rooms, tables & chairsCleaning of Clinical areas Cleaning of therapy roomsCleaning of corridorsCleaning of bedrooms (where applicable)*Regeneration of food & cleaning of the regeneration trolley (where applicable)**Cleaning of the kitchen & all equipment within the area (where applicable)*Arranging for trust staff to clear cupboard floors allowing cleaningRemoval & re-hanging of Curtains allowing Trust staff to Launder *Where agreed litter picking & Sweeping of external areas* |
| Outpatients | Dusting low & high, vacuuming & washing down all areasCleaning of any glass partitionsSpot cleaning upholstery, curtains & carpetsCleaning of Clinical areas (Surgery / Dental/ Chiropody etc.)Cleaning of officesCleaning of Toilets, Bathrooms & BasinsRestocking of all soaps, handtowels & toilet paperEmptying & cleaning of waste binsCleaning of corridorsCleaning of the kitchen & all equipment within the areaArranging for trust staff to clear cupboard floors allowing cleaning*Where agreed litter picking & Sweeping of external areas* |
| 1.3.2 | To be courteous to staff, visitors, Service users & team members |
| 1.3.3 | To take responsibility for all, consumables, equipment & machinery used |
| 1.3.4 | To ensure you are present in your place of work at all times. |
| 1.3.5 | To develop a good knowledge of the unit you are working on to enable efficient working practices |
| 1.3.6 | To understand the units working pattern so you do not conflict with the units daily working pattern |
| 1.3.7 | To uphold the company core values at all times |
| 1.3.8 | Attend all training courses as required by the company |
| 1.3.9 | Comply with all company policy, procedure and training at all times.  |
| 1.3.10 | Comply with uniform policy at all times to include plain, closed toe shoes. |
| 1.3.11 | Comply with the company social media policy at all times.  |
| 1.3.12 | To maintain company, patient and client confidentiality at all times.  |
| 1.3.13 | To carry out any other reasonable requests from the company. |

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| 1.4 | Health & Safety Duties  |
| 1.4.a | Participate in any communication activities through formal and informal channels on safety matters to ensure that there is a free flow of ideas. |
| 1.4.b | Ensure that the OCS safety image is reflected positively through your actions  |
| 1.4.c | Ensure that you have received the necessary training so that you can competently carry out your duties and responsibilities. Acknowledge and accept a personal responsibility for safety.  |
| 1.4.d | Take responsibility for reviewing the safe system of work prior to the commencement of the work activity. |
| 1.4.e | Take responsibility for ensuring that plant and equipment is maintained and fit for purpose.  |
| 1.4.f | Raise any concerns over Health & Safety breaches in accordance with Company Procedure. |
| 1.4.g | **Group Safety Support:** You will be required to work closely with the Group Health and Safety team who are available to provide safety advice and support. Furthermore you will be required to ensure that safety initiatives are implemented within your areas of control.  |

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| 1.5 | Contract / Client Specific requirements / duties  |
| 1.5.a |       |  |
| 1.5.b |       |  |
| 1.5.c |       |  |
| 1.5.d |       |  |

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| 1.6 | Critical Performance Measures (CPMs) / Objectives |
| 1.6.a | Punctuality |
| 1.6.b | Attendance |
| 1.6.c | Quality of work |
| 1.6.d | Health and Safety compliance |
| 1.6.e | Positive “can do” attitude |
| 1.6.f | Maintain company and client confidentiality |

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| 2.1 | Educational Level |
| No specific requirements |

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| 2.2 | Professional Qualifications |
| No specific requirements |

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| 2.3 | Experience |
| Cleaning experience within a healthcare environment desired but not essential as full training will be provided. |

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| 2.4 | Personal Characteristics/Attributes for the role |
| The ability to be able to communicate effectively in EnglishEnsure personal appearance and presentation including uniform is maintained at a high standard at all times. High standards of personal hygiene are expected and required at all times |

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| 2.5 | Personal Characteristics/Attributes for the health & safety aspects of the role |
| 1. Ability to follow policy and procedures
2. Willingness to bring concerns to corporate attention via prescribed channels
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| 2.6 | Core Skills | Rating (\*) | Assessment Tool |
| 2.6.a | Focusing on the Customer | 5 |       |
| 2.6.b | Achieving Results | 5 |       |
| 2.6.c | Problem Solving | 3 |       |
| 2.6.d | Team Working | 5 |       |
| 2.6.e | Communicating & Influencing | 4 |       |
| 2.6.f | Developing People | 1 |       |
| 2.6.g | Specialist Skills – *Please specify* | 1 |       |

*(\*) Ratings from 1 to 5. Where “1” indicates that the core skill is least relevant to the role and “5” indicates a core skill which is fundamental to the role*

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| 2.7 | Other Details |  |
| Drivers License | Yes [ ]  | No [ ]  |
| Flexible Working (Please be aware that in healthcare we operate 365 days of the year) | Yes [ ]  | No [ ]  |
| *If yes, please specify:* |
| Other | This position may be subject to a DBS clearance at enhanced or standard level and may be exempt from the rehabilitation of offenders Act (1974).This position may require an occupational health screening appointment and subsequent health inoculations. |

## REVISIONS:

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

***AGREEMENT:***

I confirm that I have read and agreed with the responsibilities specified within Section 1: Description of the role.

*Signature* *Date*

 *(Individual Job Holder)*

*Signature* *Date*

 *(Line Manager)*

*Signature* *Date*

 *(Divisional / Group HR Director)*