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# Job Description

**Cleaning Operative**

**Reports to: Line Manager**

**Location: Elk Mill Shopping Park**

**Salary: £18,421 Per Annum**

**Employment Status: Full Time**

**Purpose of the Role:**  Responsible for the nightly cleaning responsibilities for the site ensuring that the cleaning specifications are adhered to. Delivering outstanding customer services to all visitors to the site.

**Internal Contacts:** Client / Centre Manager / Regional Manager / Tenants / Local Authority Personnel / General Public / Centre Management Team / Incentive Head Office Team

**External Contracts:**

**Duties and Responsibilities:**

* Carry out routine cleaning tasks as delegated, including male and female public facilities and dealing with bodily fluid spillages.
* Carry out all cleaning as laid down in the specification and method statements, ensuring all relevant documentation is completed.
* Operate as part of the team, providing our customers with the required image.
* Provide a safe and clean environment for the general public and staff.
* Report any Health & Safety hazards to your line manager.
* Use and monitoring of cleaning machinery and report all maintenance requirements as specified to your line Manager
* Report any impending shortfalls in stock levels to the line Manager.
* Be aware of risk and compliance during day to day operation.
* Be aware of the team’s role in the management of events and activities, understand team requirements and assist as appropriate.
* Maintain positive relations with retailers and assist where appropriate.
* Work with other teams for the benefit of the site, developing new skills where appropriate.
* Use of onsite cleaning machinery daily
* Deliver on the Centre’s standards and expectations.
* Participation in site emergency procedures.
* Carry out any other reasonable request of the Manager, Client, Regional Manager or Senior Management Team
* **N.B.** Core tasks are as above, although this list is not exhaustive.

# Person Specification

**Cleaning Operative**

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| **Qualifications & Experience** | |
| **Essential** | **Desirable** |
| **Qualifications:** | **Qualifications:**   * First Aid at work * Customer Service Training I.e. World Host or similar course or qualification |
| **Experience:** | **Experience:**   * Cleaning experience within the retail or similar environments |
| **Skills & Abilities (Competencies)** | |
| * Demonstrate exceptional customer service skills * Maintain communication at all times will your colleagues using site specific communication methods. * Maintain and develop working relationships, with the client, Managers, Colleagues, Regional Manager * Ability to work within a team | |
| **Additional Comments** | |
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**Signed by Employee**: **Date:**

**Print Name**: