

JOB DESCRIPTION

JOB TITLE: Cleaning Operative

LOCATION: The Lexicon/Bracknell

REPORTING TO: Dual Service Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Main Duties & Responsibilities:

This role will include a variety of tasks including the following:

- To be a clean, smart in appearance, and wear company uniform at all times so that ABM's reputation for professionalism and quality is never compromised.
- To ensure that all cleaning duties carried out are strictly in accordance with BICSc standards so that quality work is delivered fully meeting/exceeding client expectations.
- To ensure that all work undertaken is strictly carried out in accordance with ABM's Health and Safety procedures. Moreover to demonstrate their commitment to the fact that each ABM employee has a personal responsibility for their own health and safety and for that of persons who may be affected by their acts/or omissions.
- Whilst on site to effectively interact with the Public and where appropriate recognize situations wherein it will be appropriate to offer assistance/add value i.e.: lost children, members of the public unwell distressed, evacuations.
- To carry out cleaning duties as directed by the team leader. Moreover to always consider the work undertaken and wherever opportunities for improvements to working practices exist, put forward suggestions so that 'continuous improvement' is the norm.
- To work in a proactive manner supporting/assisting colleagues whenever in a position to do so.
- To undertake ad hoc duties as directed/ operationally required.

Person Specification:

Essential

- Good communication skills both verbal and written
- Good customer care skills
- Smart Clean Appearance
- Totally committed to quality

Desirable

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.