

## JOB DESCRIPTION

**JOB TITLE:** Relief Cleaning Operative

**LOCATION:** The Swan Shopping Centre, B25 8UJ

**HOURS OF WORK:** Flexible cover (0 hours contract)

**SALARY:** £8.95 per hour

**REPORTING TO:** Supervisor & Shared Services Manager

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### 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.

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### 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 The Swan Shopping Centre's reputation for professionalism and quality is never compromised.
- To ensure that all cleaning duties carried out are strictly in accordance with our standards so that quality work is delivered fully meeting/exceeding our expectations.
- To ensure that all work undertaken is strictly carried out in accordance with Southside Shopping Centre & ABM's Health and Safety procedures. Moreover to demonstrate their commitment to the fact that each **Swan Shopping Centre/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 at the Centre to effectively interact with the Public and where appropriate recognise situations wherein it will be appropriate to offer assistance/add value i.e.: lost children, members of the public feeling unwell or distressed, evacuations etc.
- To carry out cleaning duties as directed by the Supervisor / Shared Services Manager. Moreover to always consider the work undertaken and wherever opportunities for improvements to working practices exist, putting 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.
- To be on-call in the event of sickness and to be able to cover holidays of other staff members.

#### **Person Specification:**

- To ensure exemplary standards in respect of the cleaning service provided at The Swan Shopping Centre and customer service to the public are delivered at all times. Fellow colleagues are supported and assisted so that team work thrives at the Centre.
- The post holder will be hardworking and committed to ensuring the highest cleaning standards are adhered to at all times. Professional at all times and proactively interacting with the public as required. A good team player.

#### **Essential**

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

#### **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.

***Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.***