

## JOB DESCRIPTION

**JOB TITLE:** Cleaning Operative

**LOCATION:** Highcross Shopping Centre, Leicester

**PAY RATE:** £8.91 per hour

**WORKING HOURS:** 40h per week ( 13:15 – 21:45 including weekends and bank holidays)

**REPORTING TO:** Environmental Service 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:

- The Multi Skilled Operative will provide a comprehensive service in our Back of House & External areas, ensuring a high quality output is delivered to the client. You will represent ABM as part of an on site team providing cleaning and waste whilst maintaining a professional image to our staff, suppliers, clients and our clients customers at all times. Our primary focus is on cleaning and waste management and as an MSO you will be required to carry out any reasonable tasks for which you are deemed competent and as is reasonable.
- You are responsible for general upkeep for designated areas ensuring that the general appearance of buildings and surrounding areas are maintained in accordance with ABM and our clients required standards. Reporting to ABM nominated supervisors and managers you will cultivate relationships with our clients and managers alongside staff, to ensure an efficient and consistent level of operational performance.
- To assist with cleaning duties and other reasonable associated tasks as directed by the ABM nominated team leaders and managers
- To be flexible and responsive to changing daily priorities fulfilling requirements.
- To be knowledgeable of all cleaning related tasks, so that at the commencement of the shift, the current scheduled activity is support, without the need for specific direction.

- To be sufficiently cognisant of the building layout to be able to service required areas internal or external.
- Prioritise jobs according to urgency allowing duties to be completed within any time allocations to the necessary quality, planning around periodic tasks.
- Escalate any issues to the ABM nominated team leaders and manager
- Ensure that work area is clean, well maintained and all equipment is secure.
- Communicate regularly with ABM nominated team leaders and manager to obtain feedback on quality, service and care.
- To fully participate in the performance review process and personal development planning.
- Undertake training as necessary in line with the development of the post.
- To achieve and demonstrate agreed standards of personal and professional development within the agreed timescales.
- To contribute positively to the effectiveness and efficiency of the teams in which you work.

#### **Person Specification:**

- Promote a clean and safe working environment by ensuring all tasks are carried out in line with company policies and procedures.
- Attends and participates in meetings as required
- Operates and manages workload effectively without supervision
- Maintain critical standards for professionalism, service speed and quality assurance
- Adhere to all policies and procedures to ensure that a respectful workplace exists

#### **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.***