



# FM Cleaner

Job Description



## Job description – FM Cleaner

Reporting to the – Facilities Manager

### People responsibility:

- Direct reports = 0
- Indirect reports = 0
- Total employees = 0

### Work Location:

#### Summary of role:

This role plays an integral part in the FM team which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

#### Key areas of responsibility:

- Clean common areas i.e. offices, corridors, lounge area according to rota for cleaning duties.
- Clean toilets, and guest accommodation, bath and shower areas etc. as required.
- Polish surfaces, furniture, and office equipment as required by rota or otherwise.
- Replenish consumable items (soap, toilet rolls, paper towels) if required within the contract.
- To use such chemical agents as directed by the supervising officer in discharge of cleaning operations or maintenance procedures (after receiving proper instruction and training). The cleaner is required to use only approved cleaning materials.
- Empty waste bins or similar receptacles and transport waste materials to designated collection points.
- Report any emergency maintenance problems to include toilets and other water fixtures to the Facilities Manager immediately.
- Report any security or safety violations to the Facilities Manager immediately.
- To wear appropriate uniform and personal protective equipment in accordance with the job you are performing.
- Report any incident or accident to the Facilities Manager.
- To lock and unlock windows and doors as directed.
- Ensure mops, cloths etc., are washed and left to dry as appropriate at the end of each session.
- Ensure the Facilities Manager is made aware of low stock levels of materials and equipment for which you are responsible.

- To provide covering on a rota basis for absent colleagues when required, which may involve some change in hours/times.
- To undertake continued training and development as identified.
- The post holder is expected to carry out other duties requested by the Management team from time to time.

**Additional responsibilities:**

➤ **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy “Health & Safety Responsibilities”.

- Responsible for ensuring that all of the Group’s Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

*No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual’s remit and capability, and consistent with the status and responsibilities of the role within the organisation.*

**Additional specialist knowledge, skills and qualifications to be successful in this role:**

**Qualifications:**

- Literate and numerate to Key Skills Entry Level 1. (Essential)

**Relevant Experience:**

- Experience of carrying out basic cleaning tasks. (Desirable)
- Knowledge of basic health & safety requirements. (Desirable)

**Skills and Abilities:**

- Ability to carry out the work under minimal supervision. (Essential)
- Ability to perform the physical tasks required by the post, including lifting, carrying and pushing waste bins, cleaning trolleys and vacuum cleaners. Being able to move chairs, tables and other office furniture in order to undertake cleaning duties. (Essential)
- Able to fulfil their cleaning rota within the required time period to the quality standard expected. (Essential)

**Customer service and quality focus:**

- Displays commitment to the protection and safeguarding of children and vulnerable adults. (Essential)
- Trustworthy, maintaining confidentiality at all times to prevent disclosure of confidential and sensitive information. (Essential)
- Takes pride in a job well done, committed to achieving high standards of cleanliness, hygiene and customer care. (Essential)
- The ability to create positive working relationships with colleagues and provide excellent customer service to our customers. (Essential)

**Special Requirements:**

- Clean Driving Licence (Essential)

**Training and Development:**

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of FM Cleaner.

You will be required to complete continuous professional development, to further support your role and the Group.