

Job Description and Personal Specification

Job Title:	Centre Cleaner
Location:	Riverside Business Centre, Tilbury
Employer:	Nwes Property Services Ltd
Line Manager:	Facilities and Health & Safety Manager
Hours of work:	<p>Part time Mon- Friday 16:30 – 18:30pm - 10hrs basic/week.</p> <p>Additional overtime hours required on an ad hoc basis</p> <p>Out of standard office hours due to work required. Evening and Weekend working required.</p>
Purpose / Responsibilities:	<ul style="list-style-type: none"> • Understand how the Centre Cleaner role fits into the organisational strategy and integrates with other departments. • Conduct full centre communal cleaning, as instructed by your manager and in line with the cleaning schedule and centre requirements. This is subject to change. • Conduct the Tenant Cleans in line with their requirement and schedule. Ensuring that you communicate with the centre coordinator regarding any change requests and hour amendments for invoicing. • Conduct facilities checks throughout the communal space, ensuring the centre is kept to a high standard. • Liaise with the centre team daily regarding ad hoc requirements and evening duties. • Check meeting rooms daily for cleanliness. • Conduct monthly and quarterly deep clean outlined in the cleaning schedule to a high standard. • Monitor stock / consumables on site and liaise with centre coordinator for ordering and deliveries. • Provide holiday & sickness cover in the absence of cleaning team members. • Keep cleaning cupboards tidy and in line with Health and Safety and FRA requirements. • Comply with COSHH risk assessments instructions. • Ensure cleaning is completed in a timely manner and without disrupting centre users where possible. • Deliver excellent customer service to all users of the centre. • Any other general duties as required by your line manager.

Job Description and Personal Specification

Characteristics

	Essential	Desirable
Physical characteristics	<ul style="list-style-type: none"> • Able to operate in an office environment 	<ul style="list-style-type: none"> • Use of own vehicle • Able to visit other sites
Experience	<ul style="list-style-type: none"> • Cleaning commercial space • Dealing with customers 	<ul style="list-style-type: none"> • Working as part of a team
Knowledge and Skills	<ul style="list-style-type: none"> • COSHH awareness • Manual Handling • Time Management • Good organisation skills • Ability to problem solve 	<ul style="list-style-type: none"> • Familiar with colour coding guidelines for commercial cleaning
Communication	<ul style="list-style-type: none"> • Good verbal communication • Good written communication • Excellent interpersonal skills and customer service • Ability to deal with a variety of individuals and establish a working relationship whilst maintaining a professional approach 	
Aptitudes	<ul style="list-style-type: none"> • Ability to work under pressure and to deadlines • Ability to self – motivate and work independently • A natural ability to get on with people • Ability to prioritise own workloads • Willing to undertake training associated with the role 	
Disposition	<ul style="list-style-type: none"> • Positive attitude • Open and Friendly • Trustworthy • Dedication 	
Motivation	<ul style="list-style-type: none"> • Attend training courses identified as required for the role 	
Circumstances	<ul style="list-style-type: none"> • Ability to work outside normal working hours • Ability to work flexibly and at short notice if required 	