

## Job Description

**Job Title**                      Cleaning Operative

**Reports to**                      Cleaning Supervisor

**Hours per week**                37.5 to 40

**Shift**                              Nights

### About Casna

*Founded in 1989, Casna is a specialist provider of quality cleaning services to the premium hospitality industry. The company is a nationally recognised family-owned organisation which now operates throughout London and the Home Counties. Over the last two decades Casna's solid organic growth has been achieved through client recommendation and excellence of reputation.*

### Job Purpose

- Responsible for the daily cleaning of all areas within the contract
- Achieving high standards to ensure the service is operated safely and hygienically

### Job Responsibilities

- The daily shift plan is completed in the agreed time scale and hygiene standards are met
- Carry out cleaning tasks to ensure the agreed standards are maintained for all Standard Operating Procedures covered by the cleaning schedule
- Removal of rubbish to designated collection points
- To wear the uniform provided, and ensure that it is kept clean and presentable at all times
- To wear the staff name badge provided by the company at all times when on duty
- To adhere to company standards in keeping personal jewellery to a minimum
- To co-operate with team members, supervisors and managers to achieve a healthy and safe environment
- To take reasonable care of your own health and safety and that of other persons who may be affected by your actions
- In the course of work you are to bring to the attention of your supervisor any situation, which reasonably could be considered to represent a serious or immediate danger to the health and safety of any person
- Attend training sessions not necessarily held at your place of work and at times not rostered to work
- To undertake other duties at the discretion of your supervisor
- Ensure any damage noticed during cleaning duties are reported to the supervisor
- Ensure a timely response to any service shortfalls identified by the supervisor
- Carry out additional or special cleans as instructed by the supervisor, using equipment and chemicals appropriate to the task
- Using powered equipment where necessary (scrubbing machines, wet pick-up machines, vacuum cleaners) to provide deep cleaning, sanitising cleaning etc.
- Clearing up after flooding and/or any other emergency cleaning

- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms

### **Knowledge, Skills and Experience Required**

- Previous cleaning experience desirable
- Previous Hotel Services experience desirable
- Passion about hygiene and customer service
- A 'Can do' attitude
- High standards and be quality driven
- Able to work as part of a team essential
- To be a team player with excellent interpersonal and communication skills enabling affective partnership working at all levels

### **General**

- To always act and conduct yourself in a highly professional manner that reflects that of
- the company
- Taking pride in your work
- Being hard working and presentable

### **Summary**

This job description is not limited to the above and may be amended or extended without notice to maintain the company's due diligence. This Job Description will be used as a basis for individual performance review between the post holder and the manager.

### **Signatures**

#### **1. Employee**

I \_\_\_\_\_ (*name in capitals*) having read this job description confirm that it will form part of my contract of employment. I further confirm acceptance and responsibility for all matters identified in the job description.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

#### **2. Supervisor/Area Manager**

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_

Dated: \_\_\_\_\_