

# Professional Cleaning Operative

## Job Purpose

The Professional Cleaning Operative at Clear Interiors delivers a consistently high standard of clean in people's homes and offices in and around Norwich, following Clear Interiors' own in-house cleaning methods and practices. They normally work in a team of two, but can sometimes work in a larger team, or may occasionally be required to work alone. Not only do they maintain exceptional cleaning standards, they present themselves as professional, responsible, trustworthy and friendly, both to customers and other Clear Interiors staff.

For those staff who are driving for their role, they are responsible for safely and legally transporting staff, kit and equipment by car including: collection and drop off of staff to and from their homes, transport to and from meetings at Clear Interiors' office address and transport to customer addresses, plus any ad hoc driving required to fulfil the duties of this role and any other position held at Clear Interiors.

## Responsible to:

- Trainer
- Assistant Manager
- Manager

## Duties

- Undertake Clear Interiors' training under the guidance of experienced staff members (Manager, Assistant Manager, Trainer) and consistently comply with the methods and practices taught.
- Attend designated properties to clean, normally within Norwich and a 15-mile radius of the outer ring road.
- Carry out a range of cleaning duties, including, but not limited to: dusting, vacuuming, mopping, polishing and emptying bins, in line with the specific duties of the different kinds of cleans offered by Clear Interiors (Regular, Spring Clean, Initial Clean, End of Tenancy Clean).
- To carry out a final check of each clean to ensure nothing is missed.
- Follow and undertake additional duties and instructions specific to each customer to ensure a tailored service is delivered.
- Take responsibility for the maintenance of a kit, first aid kit and chemicals in order to properly and consistently carry out duties.
- Take payment for cleans where applicable and ensure safe transportation of payments, keys and paperwork to and from the office.
- Ensure jobs are carried out within the allotted timings, but to also report to the Manager or Assistant Manager when this has not been possible and a job has taken significantly more or less time than allocated.
- To provide feedback on the performance of team members as requested by the Manager and Assistant Manager.

- Report accidents and breakages to the Manager or Assistant Manager.
- Attend regular staff meetings and training sessions as required.
- Alert other staff, including office personnel, to any issues, concerns or questions.
- Deliver professional and friendly customer service.
- Wear a Clear Interiors uniform at all times during work hours.
- Maintain the security of customers' homes and their contents.
- Comply with COSHH regulations.
- Safely operate machinery and equipment as required.
- Work within the relevant legislation, policies and procedures laid out by the company.
- Participate in an annual performance and development review process.
- Work in accordance with the Health and Safety at Work Act.
- Undertake other duties not specifically stated, which from time to time are necessary, without altering the nature or level of responsibility.
- Keep accurate records of your hours and mileage, and any other records as requested.

### Additional Driver duties:

- Ensure the car is road worthy by ensuring you hold the appropriate drivers license, insurance and road tax.
- Ensure repairs are undertaken in a timely manner to ensure the safety and legality of the vehicle.
- Maintain a reasonable standard of cleanliness both on the inside and outside of the vehicle.
- Ensure the car has enough fuel, water, oil and appropriate tyre pressure to ensure the car will function on workdays.
- Drive safely and according to the law to ensure the safety of yourself and passengers.
- Arrive and depart customers' homes in a safe and quiet manner, i.e. no loud music or radio that would be audible from the street.
- Alert management to any issues that will affect your ability to use your car for work immediately.
- Ensure your vehicle is available to use on any day, which you are required to work.
- To safely and securely transport all kit and equipment required for jobs.
- To drive using the most direct routes to jobs and other destinations, except where roadworks prevent this.

## Skills and Competencies

Essential	Desirable
Honesty and Integrity – Staff must be trustworthy when working alone and as part of a team. Customers place their trust in us when they allow us to enter their homes. We must, at all times, behave in a professional and trustworthy manner to ensure our customers feel secure.	Previous experience as a domestic cleaner is desirable.
Consistent – Staff must deliver a consistently high standard of work. We regularly check everyone's work and provide ample and on-going training to ensure you're able to meet these standards.	Knowledge of Health and Safety requirements.
Attention to detail – Staff must be able to pay attention to details to ensure a high level of service is delivered every time. Teams are responsible for checking the standard of clean before leaving each job.	Experience of customer facing work or customer service roles.
Methodical – Staff must follow the training methods set out by Clear Interiors and carry out work in the correct order in order to ensure a high standard of work is delivered every time and items are not missed. A methodical approach will also ensure work is carried out at the appropriate speed.	

Positive attitude – Staff need to take a positive approach to their job and respond positively to constructive feedback. Clear Interiors is a supportive, team environment where staff have many opportunities each year to improve and build their skills and responsibilities.	
A sense of pride in doing good work – Clear Interiors is the best cleaning company in Norfolk both for the standard of clean, customer service and the conditions and contracts we provide for our staff. With a strong, professional, luxury brand, we want to deliver the best service in town. We want staff who feel proud of the good work they do.	
Professional attitude – Staff need to behave appropriately and professionally in customers’ homes and towards other staff members. This includes not smoking in or near customers’ homes, being well presented, polite, friendly and respectful.	
Flexibility – Staff need to have a flexible approach to their working hours and remain upbeat and adaptable when jobs change at short notice, or when other duties need to be undertaken. We are continually seeking to improve our processes and need a team who responds positively when improvements are introduced.	
Good communication skills – Staff need to be able to communicate well with customers and other team members. This means communicating respectfully and constructively, responding promptly when asked for information, being approachable and friendly, asking questions when needed and passing on information to the Team Leader, Assistant Manager or Manager when appropriate.	
Responsible – Staff need to be able to take responsibility for ensuring the overall quality of each and every clean, the security of customers’ homes, that correct records of hours and mileage are kept, etc. as set out in the duties of the role.	
For Drivers, a calm, safe approach to driving and good knowledge of roads and routes in Norwich and the surrounding areas is necessary.	A SatNav

## Salary and Benefits

- The Professional Cleaning Operative salary is £8.72 per hour and £9.21 per hour when acting as a Driver in a team.
- Staff are directly employed by Clear Interiors, meaning you are paid for travel between jobs and time spent carrying out re-cleans or attending meetings. Equipment, chemicals and uniforms are supplied.
- 28 days annual leave pro-rata, which includes Bank Holidays and Public Holidays and 4 days, which must be taken over Christmas.
- Auto-enrolment into a pension scheme for eligible staff.
- Staff may have opportunities to increase their earnings if selected to train new members of staff.
- Drivers will be paid 35p per mile in mileage to cover petrol discounting the first 3 miles to your first job each day.