

Job Code:	Site Cleaners
Reporting to:	Construction/Project/Site Managers
Purpose:	<p>To ensure Site Operating Procedures (SOP) guidelines issued by the Construction Leadership Council are adhered to; introducing and maintaining enhanced cleaning of all facilities (particularly throughout welfare facilities) during the day and at the end of each day.</p> <p>To support cleaning to the marketing suites and show homes, plus sparkle cleans to all stock plots and properties pre handover as and when required.</p>

Achieving Results

- Ensuring enhanced cleaning is conducted in all areas to the required guidelines and standards
- Achieve customer satisfaction - ensuring sales staff are satisfied with the standard of sales complex cleaning
- Ensuring that customers are delighted with the cleanliness of their new home on the day of occupation

Managing the Process

- Ensure the Company adheres to SOP guidelines and any align to any procedure changes by the health guidance guidelines.
- Ensure enhanced cleaning procedures are in place across the site, particularly in communal areas and at touch points, particularly in peak flow times.
 - Taps and washing facilities
 - Toilet flush and seats
 - Door handles, push plates and buttons
 - Hand rails on staircases and corridors
 - Telephone equipment
 - Desks, key boards, photocopiers and other office equipment
 - Rubbish collection and storage points emptied regularly throughout and at the end of each day.
- Manage equipment and material ordering via the site managers.
- Ensure hand washing facilities and sanitiser levels are regularly checked and managed in bathrooms and at sanitisation/wash point stations.
- Ensure enhanced cleaning procedures are adhered to in areas of drying and meeting rooms and canteen areas.
- Liaise with the managers to ensure marketing suites and new homes are cleaned to the deadlines given.
- Notify site management of any defects or damage noted during the cleaning process
- Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.

- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

Serving the Customer (Internal & External)

- Deliver a professional service to all customers at all times.
- When coming into contact with customers, always represent the company in an efficient, professional and pleasant manner
- Develop relationships with internal departments and provide or obtain relevant information to resolve issues using your own initiative.

Delivering Quality

- Work to the required cleaning specifications
- Deliver the highest standards of cleaning by ensuring an excellent attention to detail

Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Able to work under own initiative			
Good communication skills			
Awareness of suitable cleaning products and methods			

Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site in INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.

- Site Induction- Immediate
- Customer Journey Training – within 6 months
- ELearning: HR, Sustainability Awareness, Sharps Awareness, Manual Handling, Fire Awareness, Customer Care, Mental Health & Women in Construction (Considerate Constructors) – Within 6 months
- Diversity in The Workplace – within 6 months/Year