

## Employability Checklist – Cleaning Operative

Job Title
<b>Cleaning Operative</b>
Work Activities
<ul style="list-style-type: none"> <li>• Mopping, cleaning, washing, dusting and suction cleaning of work areas and sanitary ware</li> <li>• Materials and equipment preparation and checking</li> <li>• Inspection and preparation of work area</li> <li>• Preparation of consumables</li> <li>• Safe handling of materials and equipment</li> <li>• Post cleaning inspection</li> <li>• Waste removal and safe disposal</li> </ul>
Skills
<ul style="list-style-type: none"> <li>• Understanding and following written and verbal standard operating procedures including preparation of consumables and equipment including mixing of solutions</li> <li>• Working in a team and lone working as required by taking on specific cleaning activities</li> <li>• Responding to customer and/or public needs, eg, passing on complaints and requests, and giving directions</li> <li>• Following a schedule of work including cleaning activities by area</li> <li>• Operating within tight time schedules including performing specific cleaning activities within specified times</li> </ul>

## Behaviours

- Be dependable in terms of time keeping and approach to work
- Working in a systematic way, following instructions, including sequence of cleaning activities and preparation of materials
- Learning from mistakes and accepting feedback from team leaders, supervisors and clients
- Acting responsibly at work, following agreed health and safety practices, speaking appropriately and being the front line representative of the company
- Asking questions and seeking help about processes, use of equipment, ratios and quantities of consumables to use and how to handle problems
- Dressing appropriately for work in terms of shoes, protection of clothing, personal jewelry and public image of the company
- Ensuring personal cleanliness and hygiene
- Presenting a good image to customers and the public
- Being customer focused in terms of responding to requests, answering questions and passing on information and requests to appropriate people

## Attitudes and Personal Attributes

- Flexibility in terms of times of working, places of work, covering for absence and performing different cleaning tasks as requested
- Honesty in terms of respecting other people's property, performing tasks contracted for and working the full hours paid for
- Willingness to learn in terms of new processes, use of new equipment, adopting new working practices and responding to suggestions and criticisms
- Positive approach to others in terms of respecting other people's needs, wishes and personal preferences
- Taking an interest and pride in doing the job well in terms of performing tasks thoroughly, inspecting final work surfaces and being anxious to preserve a clean and safe working environment for others