

Role Profile

Job Role:	Cleaner
Salary:	Grade A-1
Competency Band:	1
Location:	Across KAL
Responsible To:	Team Leader
Responsible For:	None

Role Description

Our customers are always our priority, and our cleaners are really important to us as they help us provide excellent customer service. To be a cleaner at KAL you will be obsessed with keeping things spic and span. You will take great pride in your work, ensuring that customer facing tasks are completed as a priority. You will be a great team player with a positive attitude always happy to talk to the customers as you go about your work. You will know what clean looks like and your standards will be hard to beat. You'll know how important you are to the organisation and our customers. You'll need to be full of energy and enthusiasm to be successful in this role.

Key Tasks

- To work as part of a team to provide a high standard of cleaning at site with special emphasis on customer care
- Clean all areas using equipment provided in accordance with training and KAL policies and procedures
- Make suggestions for improvements to cleaning routines / methods
- Prioritise tasks without instruction ensuring health and safety issues are corrected immediately and that all customer service tasks are performed with the upmost priority

Essential Criteria Definition

These are the skills, qualifications, experience and attitude you will need in order to be shortlisted for the post. These are essential to perform your role on day one.

Desirable Criteria Definition

These skills, qualifications and experience are ideal to have on day one of the job, however, if you don't have them yet, we consider most of these can be obtained during the first few months in the role. You must be aware that you will need to be demonstrating these skills

longer term. You will be expected to develop your skills and knowledge within an agreed timescale (usually within 3-6 months of your start date) to meet the Desirable criteria in full.

Essential Criteria

- The ability to demonstrate the KAL Values – ONE TEAM, PASSION, EXCELLENCE
- A basic understanding of Health & Safety
- Previous experience of cleaning to a high standard, with an eye for detail
- Good time management skills
- Flexibility with working hours (evenings and weekends are a must)

Desirable Criteria

- Level 1 Safeguarding Children Certificate
- Manual Handling training or experience with lifting, carrying, setting up and dismantling equipment
- KAL Corporate Induction
- KAL Corporate Health and Safety Certificate
- 6 months work experience or volunteering
- 6 months experience of cleaning & working with chemicals

In addition, we expect that everyone:

- Complies with all health and safety legislation and any site safety rules imposed by management to ensure the health safety and welfare of yourself and other persons, such as members of the public. All relevant health and safety documentation and training will be provided.
- Acts in accordance with KAL's Equal Opportunities policy and treats colleagues and customers with dignity at all times, and does not discriminate against, or harass other members of staff or customers, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.
- Must commit to, support and work within KAL's Safeguarding policies and procedures

Behavioural Competencies

The role of a Cleaner is Band 1 and you will be expected to demonstrate an ability to work at this level, satisfying the majority of the behaviours at application. You would then be expected to progress until you are consistently meeting all the competencies within Band 1.

You are expected to provide evidence of how you meet these competencies as part of the application process. These competencies may be tested within the interview process