

Cornerstone Cleaner

Team	Corporate Support
Salary	£6,257.16
You will report to:	Senior Corporate Support & Facilities Officer
You will manage:	N/A

The Corporate Support Team are committed to providing outstanding levels of cleanliness within our office space, customer hub and venue meeting spaces at our Head Office, Cornerstone. Our focus is on exceptional customer service, providing resources which enable others to work efficiently and effectively.

The Cornerstone Cleaner will be part of a team that delivers excellent cleaning services and maintains consistently high standards. They will have a flexible approach to their work and be responsible for undertaking all cleaning duties, using resources effectively, taking pride in their work, adhering to safe systems of work and have effective communication skills.

The Cornerstone Cleaner will provide a highly professional service, working collaboratively and positively within the Corporate Support Team to uphold the highest standards in an effective and efficient manner that supports the requirements of the Company and colleagues.

Your responsibilities will include:

- ✓ Undertaking a range of cleaning services, ensuring Cornerstone is a clean, safe, secure and well-organised environment – this includes internal and external areas of the building.
- ✓ Being accountable for delivering a consistently high standard of cleaning services, have pride in your work and pro-actively deliver on areas that require the most intensive or reactive cleaning.
- ✓ Working safely at all times and adhere to all Risk Assessments, Safe Systems of Work and training that has been given.
- ✓ Being accountable for maintaining adequate stock levels of cleaning solutions, materials and equipment. Ensuring the safe use and appropriate storage of solutions within recommended guidelines.
- ✓ Being responsible for ensuring storerooms are tidy, free from hazards and are kept secure.
- ✓ Supporting SHG's Green Agenda and recycling of products, ensuring waste containers are collected and emptied appropriately.
- ✓ Engaging with colleagues, customers, partners, visitors and contractors, living the ASPIRE Values to deliver an outstanding customer experience.
- ✓ Being flexible and open to change, completing any training required.
- ✓ Adhering to SHG's policies and procedures at all times.

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About you:

- ✓ Have excellent customer service skills, listening to and assessing expectations in order to remain customer focused, provide the service required and making sure things are done right.
- ✓ Have meticulous attention to detail and pride in their work, with a willingness to respond to extra duties as required.
- ✓ Have the ability to work to a schedule, managing/prioritising a varied workload with shifting deadlines.
- ✓ Be physically able to reach, stretch, bend, and walk during the daily routine, with the ability to stand for long periods of time and physically able to push a vacuum cleaner.
- ✓ Have an understanding of health and safety and safe systems of work.
- ✓ A positive 'can-do' approach to new ideas and tasks and actively participate and engage in training opportunities.
- ✓ A knowledge of cleaning products, supplies, equipment and techniques for cleaning.
- ✓ The ability to read and write to a good standard and follow verbal/written directions.
- ✓ Good problem-solving skills and ability to work both on your own initiative and as part of a team, taking ownership of tasks and making decisions appropriate to the role.
- ✓ Be reliable, enthusiastic and flexible showing resilience and an ability to work in challenging conditions at times.
- ✓ The commitment and enthusiasm to work hard to provide and maintain excellent standards and thrive within a role which is manually demanding at times.
- ✓ The commitment to equality and diversity which enables the development of best practice and ensures an inclusive service to customers and colleagues.
- ✓ The ability to support the Considerate Colleague principles.

What we offer:

<p>Pension</p> <p>Access to the generous benefits the GMPF scheme offers, including life cover.</p>	<p>Annual Leave</p> <p>26 days, increasing to 28 days after 5 years' service (pro rata).</p>	<p>Health Cash Plan</p> <p>Claim back a proportion of your everyday healthcare and medical expenses.</p>
<p>Retail Discounts</p> <p>Access to discounts providing savings on food and shopping.</p>	<p>Flexible Working</p> <p>Flexible/Hybrid working, to ensure a healthy work life balance.</p>	<p>Work Pattern</p> <p>Part Time 10 Hours</p>

Core Values

<p>Ambition</p> <p>We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.</p>	<p>Social Responsibility</p> <p>We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.</p>	<p>Passion</p> <p>We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.</p>	<p>Innovation</p> <p>We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.</p>	<p>Respect</p> <p>We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.</p>	<p>Excellence</p> <p>We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.</p>
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