

Job Description

Position: Senior Cleaner

Reports to: Cleaning Supervisors

Purpose of the Role

Carry out general cleaning and associated duties to a high standard as directed by management and the Cleaning Supervisors across the ExCeL London venue. Promote a warm welcome to all visitors to the venue, ensuring 'good Customer Service' is provided on a daily basis. Senior Cleaners are required to lead small teams of Cleaners when necessary.

Responsibilities

1. Senior Cleaner Duties

- Senior Cleaners will be able to perform cleaning duties at a high standard and utilise their previous cleaning experience to assist Cleaning Supervisors in performing supervisory duties. This will include identifying cleaning tasks to be completed, prioritisation of those tasks as well as being able to motivate small teams of cleaners on busier events.
- Lead a team of Cleaners to ensure all work is carried out as required by Cleaning Supervisors

2. General Cleaning Tasks/Customer Service

- Report all waste related matters within the venue and its immediate perimeters to Cleaning Supervisors
- Clean all designated areas to the required standard and ensure all areas are free from waste as necessary.
- Ensure all Daily / Weekly cleaning task lists are completed to the required standard
- Ensure that all bins are collected from relevant areas (including venue hotels).
- Wash all euro bins and maintain compactor areas in state of cleanliness.
- Completion of any relevant task lists provided by Cleaning Supervisors.
- Ensure all relevant waste is recycled appropriately (including paper, cardboard, plastic, wood etc)
- To assist Cleaning Supervisors in the halls as necessary
- Provide and promote a welcome to ExCeL London, ensuring that both personal and venue image is presentable at all times.
- Handle all customer situations in a polite and positive manner, providing information and assistance to visitors whenever possible.
- Support the cleaning of the ExCeL Estate

3. Event Support

- Liaise with Cleaning Supervisors on a daily basis to ensure advance planning and that the execution of cleaning services is meeting organiser's expectations.
- Assist in event related cleaning activities as they arise (includes cloakroom services)
- All reasonable requests are to be carried out to the best of your abilities

4. Health & Safety/ Quality

- Ensure that Health & Safety Policy and Procedures are strictly adhered to within working area designated
- Ensure fire escape areas are free from waste

- To immediately report to Cleaning Supervisors any health & safety hazards which may prove a risk
 - To immediately report and record any accidents within designated area
 - Immediately report any damaged, broken or missing items within any area of the venue i.e. mirrors, toilet seats, locks, tables, chairs etc.
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Core Competencies

Able to manage and motivate small teams of cleaners.

Reliable and able to work well in a team environment - respects colleagues, shares responsibilities, supports team members to solve problems and understands importance of punctuality.

Works to a high standard, ensuring priorities are achieved.

Customer orientated and confident in resolving customer issues.

Able to follow direct instructions and use initiative to understand what cleaning tasks require attention and able to effectively prioritise cleaning tasks effectively.

Display a positive and friendly attitude/ demeanour at all times, acting as a brand ambassador towards visitors and guests.

Skills, Knowledge & Experience:

Supervisory Skills

Customer Service Skills

Previous cleaning knowledge within an industrial environment

Able to use basic cleaning equipment

Previous experience working in a customer service or cleaning environment.

In addition to the above you are required to undertake such duties as may reasonably be required of this role.

ExCeL London may update this Job Description from time to time in order to reflect changes in business requirements. This procedure will be undertaken through discussions between the job holder and their mana