

Job Description

Position: Window Cleaner

Reports to: Cleaning Managers

Purpose of the Role

The Window Cleaner will be responsible for all levels of cleanliness across the ExCeL London venue. This role is primarily responsible for the cleaning of glazing throughout the ExCeL London campus maintaining company standards as well as ensuring health and safety regulations are adhered to.

Responsibilities

1. General Cleaning Tasks

The role holder is responsible for reporting all waste related matters within the venue and its immediate perimeters to their line manager and for ensuring all areas are cleaned and are free from waste as necessary. The Window Cleaner will also ensure all Daily / Weekly cleaning task lists are completed to a high standard and will regularly liaise with other services personnel to ensure continuity of delivery across all services functions. Maintain communication with all event related organisers/sub-contractors/ temporary staff to optimise working relationships.

2. Window Cleaning

The role should ensure that all windows and glazing are cleaned to a high standard in relevant areas, including campus hotels and assist the Cleaning Supervisors in the Hall and other areas as and when required to do so. Complete all relevant work related duties and ensure safe working practices are observed including keeping fire escape areas clear at all times.

3. Event Support

Assist in event related cleaning activities as they arise and undertake all reasonable requests are to carried out to the best of your abilities in conjunction with relevant organisers and team members. Liaise with line managers on a daily basis to ensure advance planning and execution of services to meet organiser's expectations and escalate any issues to the line manager. Liaise with relevant operators on a daily basis ensuring effective communication with ExCeL personnel, contractors and other external bodies.

4. Quality / Health & Safety

Assist and co-operate in all health & safety audits to ensure they are carried out on a regular basis to both corporate and legal standards and any issues are rectified promptly. Monitor and ensure effective quality control procedures are adhered to at all times in the course of performing your duties enabling continuous improvement of service and practice. Liaise with the service desk function to ensure response times and other quality measures are performed correctly and ensure any improvements identified are implemented. Adhere to all health and safety policies within your working environment.

5. Customer service

This role plays an important part in the customer experience by ensuring that the cleanliness standards at the venue are maintained to the highest standards. The successful candidate must have excellent verbal communication skills and be able to answer any customer queries as they occur. To deliver at all times” First Class Customer Experience” being focused and applying a “can do” attitude continually seeking to improve the customer experience and provide ‘world class’ facilities.

Core Competencies

Team working -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.

Drive, energy and persistence-able to use own initiative and displays a positive attitude.

Work quality -works to a high standard ensuring priorities are achieved.

Market and Customer Focus -customer orientated and confident in resolving customer issues.

Skills & Knowledge:

Knowledge of basic Health & Safety regulations.

Good sense of physical balance and general knowledge of risks & preventative measures relevant to the role as Window Cleaner.

Able to use applicable cleaning equipment – previous experience is a benefit. This individual will be required to hold or undertake full training in scissor lift and hydraulic work platforms to be able to clean windows safely at heights.

Experience:

Previous experience working in a customer service or cleaning environment is essential.

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 manager.