

## Day & Evening MSO Job Description

### Job Purpose:

To ensure that a high level of cleanliness is maintained on a daily basis.

Be flexible to changing demands of the post.

Take pride in a job well done, committed to achieving high standards of cleanliness and hygiene

To operate machinery safely and as required.

To work within the relevant ABM legislation, policies and procedures.

Each cleaner will be responsible for an area and will be expected to clean to the frequency and standards confirmed by the Group Manager, day & evening supervisor.

To ensure standards and procedures are adhered to.

To use cleaning materials appropriately and correctly, as instructed; to inform Day or evening supervisor of any faults or concerns.

Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and Company regulations, wearing company uniform as specified.

Be aware and check the condition of the equipment to ensure that all equipment is in safe working order, checked regularly and serviced. All equipment is PAT tested on an annual basis (Identified by a dated label) Report any faults to Supervisor /Group Manager immediately. **(DO NOT USE FAULTY EQUIPMENT)**

Comply with all Company & Client policies and statutory regulations relating to Health & Safety, safe working practices hygiene, cleanliness, fire and COSHH.

This will include your awareness of any specific hazards in your work place. Follow client/company guidelines with regards to the identification and re-reporting of health and safety hazards e.g., blocked/locked fire doors.

MSO's will have regular contact with the Day & evening supervisor where a list of cleaning materials or other equipment needed or Health and safety concerns are reported.

To attend toolbox talks and complete task training when requested by the Group Manager or day / evening supervisor.

All MSO's must be flexible and complete cleaning tasks as designated by the Group Manager or day & evening supervisor.

To participate in the Annual Performance Development / task Review Process.



**Main duties:**

Emptying waste bins or similar receptacles, transporting waste material to designated collection points.

Damp wiping desks & office furniture

Sweeping floors with brushes or dust control mops.

Mopping floors with wet or damp mops.

Suction cleaning carpeted areas and “spot” cleaning carpets.

To dust, damp wipe, wash or polish furniture, ledges, window sills, external surfaces of cupboards, radiators, shelves and fixtures & fitments.

To undertake wall washing of inside window pane cleaning to a height no greater than body height plus an arm's extension from floor level, during periodic cleaning maintenance programmes.

To replenish consumable items (soap, toilet rolls, paper towels) if required within the contract.

To clean toilets, urinals, hand basins, sinks, baths, showers and drinking fountains.

The correct use of chemical as directed by your group manager / Supervisor in with the cleaning task being completed. , ( **only after receiving proper instructions and Training**).

Using electrically powered scrubbing and polishing machines to burnish, scrub, polish and spray clean floors (**after receiving proper instruction and training**).



**Person  
Specification:**

Develop good relationships with others by behaving with integrity, treating people with respect and leading by example.

Demonstrates a professional approach which generates credibility and confidence.

Excellent verbal and written communication skills

Detail oriented – pays attention to details at each customer’s location, with extra attention to any special requests.

Friendly and Professional – able to deal with customers when they are on-site while cleaning is being performed

Team player – ability to work within a team where members depend on each other to get work done.

Self starter - able to identify work that needs to be done and do it without being instructed to do so.

Desire to learn, seek new challenges and take on additional responsibilities

Reasoning ability. Good common sense with ability to solve practical problems.



<p><b>Helpful-</b>  <b>We go out of our way to make a difference</b></p>	<p><b>How we behave...</b></p> <ul style="list-style-type: none"> <li>• We work with each other to achieve the best for clients and for GBM</li> <li>• We share information to help colleagues succeed</li> <li>• We build great relationships</li> <li>• Our first response to request will always be positive</li> <li>• We look out for each other, never walking by unsafe actions or situations</li> </ul>
<p><b>Inspiring –</b>  <b>We help others to be the best they can be</b></p>	<p><b>How we behave....</b></p> <ul style="list-style-type: none"> <li>• We support and encourage each other to develop</li> <li>• We lead by example</li> <li>• We set clear expectations</li> <li>• We listen to and learn from others</li> <li>• We learn from mistakes and incidents to prevent recurrence</li> </ul>
<p><b>Passion</b></p>	<p>Take our people , add their passion, and you get something really special</p>
<p><b>Trustworthy-</b>  <b>We do what we say we will</b></p>	<p><b>How do we behave.</b></p> <ul style="list-style-type: none"> <li>• We treat all colleagues with respect</li> <li>• We challenge people when they don't do the right thing</li> <li>• We welcome advice from anyone that might improve what we do</li> <li>• We are open and honest</li> <li>• We think safety and always follow rules for safe working</li> </ul>

<p><b>Spirited – We give it everything we’ve got</b></p>	<p><b>How we behave...</b></p> <ul style="list-style-type: none"> <li>• We do good things for each other, the environment and the community</li> <li>• We appreciate diversity and encourage it</li> <li>• We demonstrate team spirit</li> <li>• We are committed to doing things better and setting new standards in all that we do</li> <li>• We take pride in what we do and have fun doing it</li> <li>• We celebrate success and say thank you</li> </ul>
<p><b>Fresh Thinking</b></p>	<p>We want our people to find inspiration from skill development and career progression, and enjoy respect and recognition for a job well done</p>
<p><b>Pioneering – We do things that excite and amaze</b></p>	<p><b>How we behave...</b></p> <ul style="list-style-type: none"> <li>• We bring ideas to the way we do things</li> <li>• We are willing to try new things</li> <li>• We encourage and support innovation</li> <li>• We consider things from other people’s points of view</li> <li>• We embrace new thinking and technologies</li> <li>• We build health &amp; safety into everything we do</li> </ul>
<p><b>Summary</b></p>	<p>This job description is intended to give the holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder’s role and / or the needs of the business.</p>

MSO Signature.....

Date.....

Group Managers Signature.....

Date.....