

JOB DETAILS	
Position Title:	House Keeper/Cleaner
Reports to:	Soft Services Supervisor/Manager
Business Unit / Department:	DSC FS
JOB PURPOSE	
To provide a professional and effective cleaning and hygiene service to the soft services department as housekeeper/cleaner. Deliver on agreed targets, objectives and KPI's.	
KEY ACCOUNTABILITIES	
Description	Performance Indicators
<ul style="list-style-type: none"> <li>Empty waste bins, or similar receptacles and transport waste material to designated collection points.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Sweep and wash floors, Vacuum carpeted areas and spot clean as required.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Spray clean, burnish and polish floors using electrically powered scrubbing/polishing machines</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Dust, damp wipe, wash or polish furniture, windowsills, radiators and fittings.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Replenish consumable items e.g. soap, toilet rolls and paper hand towels as required.</li> </ul>	<ul style="list-style-type: none"> <li>Successful tool inspections</li> </ul>
<ul style="list-style-type: none"> <li>Thoroughly clean toilets, urinals, sink, showers and drinking water dispensers.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Carry out wall or interior window cleaning in accordance with the cleaning maintenance programme.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Carry out all reasonable requests for cleaning in any part of the building including secure areas</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Respond to all reactive incidents within the specified service level agreements.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Safely use chemical cleaning agents as needed</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Attend to other works as instructed by technician or supervisors.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Be available for 24/7 for standby duties.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Carry out, to the best of your ability, all tasks assigned by the supervisor or manager.</li> </ul>	<ul style="list-style-type: none"> <li>No incidence of decent</li> </ul>
<ul style="list-style-type: none"> <li>Always maintain a clean and tidy appearance. Uniform must be worn and should be clean and in a good state of repair.</li> </ul>	<ul style="list-style-type: none"> <li>No complaints of cleanliness or hygiene</li> </ul>
JOB CONTEXT (WORK ENVIRONMENT (INTERNAL & EXTERNAL), DECISION MAKING, SERVICES)	
DSC Facility Services is located in the DSC Head Office in DSC. DSC FS provides services to all DSC internal business units, the DSC Master Community as well as the Victory Heights Community. DSC FS provides the full range of services to internal and external Clients.	
QUALIFICATIONS & EXPERIENCE (DEGREES, CERTIFICATIONS, EXPERIENCES)	
<ul style="list-style-type: none"> <li>Minimum 1 - 3 year experience in a similar role.</li> <li>Minimum high school leaving certificate.</li> <li>BICSc (British Institute of Cleaning Science) certificate is an advantage.</li> </ul>	
COMPETENCIES	
<ul style="list-style-type: none"> <li>Experience of safe working practices, risk assessments, method statements and permit-to-work systems. .</li> <li>Knowledge of HSEQ practices and policies.</li> <li>Strong teamwork ethic and promotion of customer service excellence.</li> <li>Able to prioritize work and meet deadlines. Maintain accuracy when under pressure.</li> <li>Able to handle all cleaning machineries</li> <li><b><u>Must successfully complete the induction training program.</u></b></li> <li>Good English language ability. Spoken Arabic, Hindi or Urdu an advantage</li> </ul>	