

WATERSTONES

Job Title	Cleaner/ Housekeeper
Reports to	Cleaning Manager
Purpose	Ensure that areas are cleaned to the highest standards at all times, maintain Health and Safety standards at all times, ensure equipment is used, cleaned, maintained and stored correctly,
Key Responsibilities	Ensure that a high level of cleanliness is maintained on a daily basis in shops and offices by completing a range of cleaning activities including mopping, sweeping, dusting, vacuuming, emptying bins and cleaning the wash rooms/toilets, offices, internal and external areas. Deal with any customer requests promptly and courteously Clean off-site premises as and when Restock consumables as and when required. Able to work individually and as part of a team.
Experience and Qualifications	Experience of working in a customer facing environment. Previous cleaning experience and knowledge. Efficient at managing own time and communicating with colleagues
Person Profile	Excellent organisational skills The desire to do a good job Excellent Customer service and people skills Punctual and reliable A team player Attention to details Able to work weekends and bank holidays You'll be able to clean to a high standard A willingness to learn Flexibility to work across our bookshops/office in London You will have the right to work in the UK.
Direct reports	None