

## JOB DESCRIPTION

**JOB TITLE:** Cleaner

**LEVEL:** Not Applicable

**REPORTS TO:** Local Management

**Job Purpose:** To ensure the office, kitchen and general branch facilities are cleaned, tidied, and maintained to a high standard.

### MAIN DUTIES:

- Dust and polish all tables, shelves, units, picture frames and any other fixtures and fittings etc. as applicable
- Sweep and wash/mop any floor tiles and Hoover any carpeted areas
- Thoroughly clean the kitchen and bathroom facilities
- Ensure the branch is fully stocked with sufficient cleaning materials
- To assist with clearing up after any event that has taken place within the branch
- Any other cleaning duties as requested by your manager
- To comply with the Company's policies and procedures
- Keep apprised of company activities and updates by accessing the regular written or verbal communications that will be shared. This may include (but not limited to) the Weekly Bulletin, companywide emails and updates from your manager
- Certain activities within the Funeral Partners Group are regulated by Financial Conduct Authority ("FCA"), including all aspects associated with offering funeral plans to customers. Your role will not be directly involved in this regulated activity. However, in the course of your employment, you may be able to engage in regulated activity, at which point, additional responsibilities will apply to your role. Until such time as you are deemed competent by the business in carrying out regulated activity, your role will not be able to discuss funeral plans with clients.
- Even though your role is not directly involved in regulated activity, we may nevertheless require you to undertake some training associated with understanding how to operate in a business which is regulated. For example, we may provide you with training associated with how to abide by the FCA's general conduct rules.

### KNOWLEDGE AND SKILLS

#### Essential:

- Organised, able to multi-task and able to manage own workload
- Able to manage time effectively
- Able to demonstrate they are a good team player who is also able to work alone
- Awareness of health and safety procedures.
- Attention to detail

#### Personal Attributes;

- Punctual, reliable and trustworthy.
- Reliable and willing to be flexible and adaptable to the needs of the organisation
- Demonstrate a calm and respectful demeanour if coming into contact with customers
- Be aware and sensitive to the needs of the bereaved

## OUR COMPANY VALUES AND HOW I LIVE THEM

<p><b>HELPING PEOPLE</b></p> <p>Our business exists to help the bereaved to make fitting arrangements for their loved one's last journey and to provide lasting memories for families and friends. We do this with a positive, caring and understanding approach.</p>	<ul style="list-style-type: none"> <li>- I act as an ambassador for the company by being responsive to the client's needs and responding promptly to client requests.</li> <li>- I actively seek to support others as well as asking for help from a manager or colleagues when needed. I proactively engage with the immediate and wider team.</li> <li>- I act as role models in all I do and say.</li> <li>- I support colleagues in delivering their goals, I am flexible to meet short term and unexpected business needs. I proactively volunteer to assist in a time of crisis.</li> <li>- I seek to understand the client's needs through probing questions and active listening</li> <li>- I share knowledge and experience freely. I offer and accept constructive feedback.</li> </ul>
<p><b>RESPECT FOR EVERYONE</b></p> <p>We value diversity and treat everyone with the same respect, courtesy and dignity.</p>	<ul style="list-style-type: none"> <li>- I communicate effectively, actively listen and question appropriately.</li> <li>- I respect the confidence of the clients and colleagues at all times</li> <li>- I can be relied on to be present and actively engaged in my work</li> <li>- I recognise and respect difference and diversity in our clients and colleagues alike.</li> <li>- I draw attention to inappropriate actions or behaviours within my immediate or wider team.</li> <li>- I seek to review all available information before making a decision and I willingly provide explanations and reasons to support my actions.</li> </ul>
<p><b>PROFESSIONAL STANDARDS</b></p> <p>We are a professional organisation and we strive to achieve the highest possible standards in everything we do and to improve these standards continuously.</p>	<ul style="list-style-type: none"> <li>- I take pride in my appearance and adhere to our company dress code.</li> <li>- I implement ideas to improve the processes and performance within the scope of my operation. I escalate suggestions outside my scope to my immediate manager.</li> <li>- I provide constructive challenge and ideas to continually improve our processes and performance.</li> <li>- I adhere to our policies, standards and processes at all times. I ask for clarification when needed.</li> <li>- I have an active interest in the business and understand the contribution I make through my work.</li> <li>- I think and act innovatively to improve value for both the clients and company.</li> </ul>
<p><b>ACCEPTS RESPONSIBILITY</b></p> <p>We accept responsibility for our actions as a company and as individuals.</p>	<ul style="list-style-type: none"> <li>- I demonstrate awareness of the impact of my own behaviour and how I use this appropriately with clients and colleagues.</li> <li>- I take personal responsibility to ensure that client's needs come first and that the company values are maintained at all times</li> <li>- I take personal ownership for resolution of issues, escalating those that cannot be resolved personally or promptly.</li> <li>- I know my own strengths and areas of development and I take responsibility for my own learning. I act on feedback to improve my own performance and impact.</li> <li>- I don't walk past a problem no matter how large or small.</li> <li>- I ensure that my work is delivered to a high standard, and I constantly aspire to improve the quality and value of our products and services.</li> </ul>
<p><b>PARTNERSHIP</b></p> <p>We believe that we can only achieve our goals by working together in partnership with client families, suppliers and our employees.</p>	<ul style="list-style-type: none"> <li>- I work effectively and collaboratively with others as a part of a team.</li> <li>- I seek to learn from others in order to continuously develop.</li> <li>- I successfully resolve issues in a way that maintains and builds a positive long-term relationship; I influence others using a win-win approach.</li> <li>- I bring ideas to the team and remain open to change.</li> <li>- I develop a positive working relationship with clients, my team and external influencers.</li> <li>- I actively seek the views of others. I listen and talk to people to improve the way I do things.</li> </ul>