



## **JOB DESCRIPTION: CLEANER**

**Company Mission:** To help us be the best independent retailer and deliver on the company purpose, aspiration, customer promise and values, primarily by delivering excellent customer service throughout all areas of your role.

Working hours:	Shifts – to support 7 day trading
Reports to:	Cleaning Supervisor
Direct reports:	None
Role objectives:	To share knowledge and experience with other team members, and to take ownership for own personal development

Your job purpose is to give great service and sell to our customers, directly and by doing the jobs required.

## **OUR COMPASS**

### **Our Purpose (why)**

Our purpose is to build a better, fairer food community.

### **Our Aspiration (what)**

We will be the best independent retailer at making organic and local food accessible to all, whilst respecting and celebrating all in the food chain.

### **Our Customer Promise (what)**

1. The best offer of fresh, all organic produce available.
2. The largest range of organic and local food in the UK
3. Fair prices to all in the food community
4. Convenience of our daily needs under one roof.
5. A friendly and caring shopping experience

### **Our Values (how)**

*"THIRST for a better world"*

Trust and honesty in our dealings, messages and promises to customers  
Healthy in mind & body, in our way with each other, our offer and our planet  
Independent and proudly so, unconventionally challenging the status quo  
Respectful of our suppliers, customers, local community and staff  
Service of all and striving to be better and to go the extra mile for customers  
Trading fairly because we are all interconnected and the world needs it

### **Our Tone (how)**

Caring, engaging, friendly, positive, honest, considered, respectful  
Fair, helpful, balanced, empathetic, outspoken, bold, professional  
Yet, with fun and vivaciousness

To carry out general cleaning duties, as directed by the Cleaning Supervisor, to the required standard and frequency, in order to ensure that standards are met.

- Carrying out specific cleaning tasks to the required standard and frequency as directed. These will include dust removal, sweeping and mopping floors, vacuuming, scrubbing and buffing floors, cleaning of sanitary ware.
- Operation of mechanical cleaning equipment following training; cleaning of machinery after use.
- Adhering to the safe use and storage of chemicals; using correct dilution rates for all chemicals so that wastage is avoided
- Carrying out the work according to health and safety policies and procedures.
- Collection and removal of refuse where required.
- Carrying out emergency cleaning tasks as required.
- Taking part in training as required. This will include training in the use of machinery and chemicals to ensure that both are used safely.
- Plan workload and prioritise allocated tasks to be done on a weekly and daily basis and for cover duties.

Where issues arise which are not covered by guidelines, attempt to resolve, if not refer to the Cleaning Supervisor or Store Manager.

**Knowledge, Skills and Experience required:**

- Physically fit to meet the requirements of the job
- Ability to work as part of a team
- Ability to communicate with a wide range of staff

**Key Performance Indicators:** To be agreed

**Expectations:** We expect all staff to have a “can do” attitude, to lead and inspire by example and to put the best interests of the company at the forefront of all they do at Better Food.

This includes taking responsibility for achieving and maintaining the highest standards of health and safety in the workplace.

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