

FM Cleaning Operative

Department:	Estates and Facilities
Grade/ Salary:	Grade 1, £26,457 - £26,750 (pro-rata) per annum, inclusive of London Weighting
Contract Type:	Permanent
Hours:	Various: • 17.5 hours per week (Part time) 05:30-09:00 • 15 hours per week (Part time) 06:00-09:00 Monday to Friday, with occasional weekend or shift changes to meet business needs, with reasonable notice provided.
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for



disabled
applicants.

Please contact hr-recruitment@gold.ac.uk to make your request.

Department of Estates and Facilities Management

Estates and Facilities is a technical and specialist directorate within the University with an overall staff of approximately 250. It maintains and supports the University and its changing needs in respect of the following disciplines:

- Estates strategy & strategic development.
- Capital projects, minor works and refurbishments.
- Maintenance (building and grounds), surveys, statutory compliance.
- Infrastructure.
- Space utilisation & timetabling.
- Energy and carbon management.
- Environmental management.
- Facilities services including cleaning, portering, security, reception, post and stores.
- Health and Safety.
- Catering.
- Conference services.

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres with a wide range of historic, domestic, post-war and modern buildings, halls of residence and specialist spaces. The variety of buildings presents a diverse set of operational and technical challenges. Estates & Facilities aims to continually improve service delivery and estate quality to meet the rising expectations of staff and students.

Job description

Reporting to: FM Supervisor

Summary:

To support the aims of the Facilities Management Team in maintaining an excellent cleaning and domestic service across the entire university estate. This includes daily scheduled cleaning, janitorial support, periodic tasks, and contributing to a safe, hygienic, and welcoming campus environment for students, staff, and visitors.

Main duties:

Daily Cleaning & Hygiene Responsibilities

- Maintain high standards of cleanliness in line with agreed procedures, service levels, and audit requirements.
- Carry out day-to-day cleaning and basic janitorial tasks across assigned university locations, including New Cross campus, off-site buildings, external areas, and student accommodation.
- Clean and disinfect areas as instructed, including kitchens, student rooms, bathrooms, offices, teaching spaces, common areas, and accommodation linen changes.
- Replenish consumables such as hand towels, toilet rolls, soap, and sanitising products as required.
- Always abide by the departmental colour coding system for cleaning.
- Complete daily cleaning schedules and checklists as required.
- Respond promptly to emergency cleaning situations, including body fluid spillages (after training).

Use of Equipment, Materials & Technologies

- Operate mechanical cleaning equipment (e.g., floor machines, steam cleaners, carpet machines, vacuum systems) safely and correctly.
- Report any equipment defects, mechanical faults, or operational issues to the FM Supervisors immediately.
- Clean equipment after use and ensure it is correctly stored, secured, and maintained.
- Ensure economical and correct use of cleaning chemicals and materials.
- Engage proactively with new cleaning technologies, systems, and methods, supporting the implementation of innovations that improve service quality and efficiency.

Training, Standards & Compliance

- Participate in BICSc training, or any other relevant training programmes, to continuously improve personal competence and raise cleaning standards across the team.

- Complete all compulsory training, including statutory, mandatory, compliance, and refresher training, in accordance with the contract of employment and University policy (e.g., Health & Safety, Fire Safety, Manual Handling, COSHH, Equality & Diversity, Information Governance).
- Understand and follow written and verbal instructions relating to duties, cleaning methods, and safety requirements.
- Adhere to COSHH regulations, safe systems of work, and all health and safety legislation.
- Use appropriate Personal Protective Equipment (PPE) including gloves, goggles, face masks, and any other equipment as required.
- Carry out snow and ice treatments following coordinator or management instructions.
- Be fully conversant with fire safety procedures and undertake any assigned fire safety duties.
- Maintain awareness of and alignment with the University's Equality, Diversity, and Inclusion principles.

Security, Storage & Waste Duties

- Ensure all chemicals, products, and materials are safely stored in locked resource cupboards at all times.
- Maintain clean, tidy, and organised cleaning cupboards and storage areas.
- Take responsibility for any issued keys, access cards, and security-sensitive items.
- Assist in the correct segregation, removal, and disposal of waste and recycling.
- Collect refuse and store it at designated collection points.
- Report any infestation concerns immediately.

Teamwork, Flexibility & Communication

- Cooperate with other teams across the Estates and Facilities Directorate as required.
- Assist in covering cleaning duties across the university as directed by FM Supervisors or management.
- Communicate clearly and courteously with staff, students, contractors, and visitors.

- Report any maintenance defects, hazards, or issues that could impact hygiene or safety.
- Notify the FM Supervisors of any occurrence preventing cleaning duties from being carried out.

Additional Responsibilities

- Participate in periodic deep cleans, summer conference cleaning, and event support.
- Support improvements to service delivery, including new working methods, schedules, and operational changes.
- Undertake any other duties reasonably required by management.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form C = Certificate

I = Interview

R = Reference

T = Test

P = Presentation

	Category
Desirable Criteria 1 - Qualifications	
Educated to GCSE level or equivalent	A, C, I
Functional Skills qualifications or equivalent	A, I
NVQ or equivalent in facilities or cleaning and domestic services	A, C
BICS Licence to Practice certified or prepared to achieve certification within three months of appointment.	A, C
Essential Criteria 2 - Experience	
Experience of working in the cleaning sector	A, I
Desirable Criteria 2 - Experience	
Experience of working within a college or university	A, I
Essential Criteria 3 – Knowledge	
Good spoken and written communication and numeracy skills	A, I, T
Desirable Criteria 3 - Knowledge	
An understanding of Health and Safety requirements as they relate to cleaning and associated services	A, I
Essential Criteria 4 - Skills	
Ability to carry out cleaning duties effectively and to the required standard.	I, T
Customer focussed	A, I
Ability to move and carry equipment and waste safely	A, I, T
Desirable Criteria 4 - Skills	
Ability to work independently, flexibly and professionally at all times	A, I
Ability to work unsupervised and as part of a team	A, I
Full and clean UK driving licence	A, C, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.