JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title: Hygiene & Cleaning Operative

Core information

Location: Dishpatch, North Greenwich	**Lines of business or shared capability area:** Waitrose
Reports to: Hygiene & Cleaning Team Leader, Dishpatch	
People Management: No **Assignment Management:** No	
Partnership Level: Partnership level 10	**Manager's Partnership level:** Partnership level 10
Number of direct reports:	**Partnership level(s) of direct reports:** None

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

To ensure a clean, safe, and compliant site environment by executing cleaning schedules, assisting with building management, supporting chemical management, and maintaining food, health and safety standards, while collaborating with management to address operational priorities.

Primary Outcomes & Accountabilities	Measures of success
Maintain high cleanliness and hygiene standards across all areas, including warehouses, fulfilment and production zones, and external spaces. Carry out periodic deep cleaning of critical areas as per schedule. Identify, report, and coordinate the resolution of site defects or maintenance issues promptly. Support the usage of cleaning chemicals in compliance with company and regulatory guidelines.	● Completing cleaning and safety records daily ● Consistently high audit scores and positive stakeholder feedback. ● Cleaning schedules and defect resolutions completed on time. ● Accurate inventory with zero misuse incidents. ● Timely, actionable reports and effective issue resolution with management.

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Work as part of the site hygiene and cleaning team, ensuring tasks are executed effectively. Uphold strict adherence to food, health and safety protocols across all site services. Perform regular audits and checks to ensure compliance with safety standards. Provide regular reports on cleanliness, chemical inventory, team performance, and inspection outcomes to management. Collaborate with the team leader as required	

Skills

- Organisation: Being organised and walking to processes
- Health and Safety: Strong knowledge of compliance and audit processes.
- Problem-Solving: Quick resolution of site issues.
- Communication: Strong collaboration and interpersonal skills.

Qualifications & Experience (where applicable)

Essential

- Knowledge of cleaning processes, chemical handling, and health and safety regulations.
- Strong time-management skills.
- Effective communication and reporting abilities.
- Food Hygiene and Safety Level 2

Desirable

- COSHH Certification
- First Aid at Work Certification
- Food Industry Cleaning Experience: Prior experience in commercial kitchens, food manufacturing, or high-risk food production environments.
- Deep Cleaning of Kitchen Equipment: Hands-on experience with periodic deep cleaning and sanitation of food production machinery and catering equipment.

Version	**Created/updated by**	**Date**
2	Amit Chauhan	11/11/2026