

TERMS OF REFERENCE

Project Title: UN Common Service Account
Post Title: UN House Cleaner
Contract type: Individual Contract
Expected duration: 01 September – 31 December 2018
Duty Station: Chisinau, The Republic of Moldova
Payment Schedule: Monthly

ORGANIZATIONAL CONTEXT

The UN House Cleaner position is located at UN House premises in Chisinau, Moldova. Under the guidance and supervision of the UN House Administrative and Finance Assistant, the Contractor provides cleaning services ensuring high quality and accuracy of work. The Cleaner demonstrates a client-oriented approach, high sense of responsibility, courtesy, tact and the ability to work with people of different national and cultural backgrounds. The Contractor works in close collaboration with the **UNH Agencies' Operations Teams staff** to ensure consistent service delivery.

The UN House in Moldova requires the effective provision of cleaning services for its office premises (86 working places). The layout is four floors comprising of office space, conference facilities and common areas.

I. DUTIES AND RESPONSIBILITIES

1. Deliverables

The scope of the Contract shall include but not be limited to the following:

- Cleaning of office spaces, conference rooms, stairways and common areas;
- Cleaning of all bathrooms and their fixtures;
- Cleaning of the kitchens;
- Cleaning of windows, glass partitions and doors;
- Waste management.

1.1. Daily tasks:

- Act as UN House Cleaning Focal Point, by ensuring safekeeping of all CSA cleaning devices and assets; keeping track of and preparing for purchasing the list of cleaning supplies; daily monitoring the quality of the delivered outsourced cleaning services, and in case of poor quality, shall eliminate all deficiencies and immediately inform the outsourced company Administrative Unit and the UN House Administrative Unit, as well. Act as liaison person between the CSA/UN House and the outsourced company.
- Offices / Reception – empty paper/waste bins, dust and water all UN House flowers and clean pots;
- IT equipment – dust and clean all printers located in the UN House. For this purpose, IT Units shall provide special cleaning kits. Cleaning of the desks and equipment of the desks (computer, computer screens, keyboard, mouse, calculator, telephone, desk lamp, etc.) will not be part of this contract. Computer screen, keyboard and mouse cleaning will be done by the people occupying the desks, while computers, calculators, telephones, lamps etc. cleaning will be done by the outsourced cleaning company;

- Meeting / conference rooms – empty paper/waste bins, clean and re-arrange tables and chairs. As per requests, ensure and/or serve water/coffee/tea for and/or during various events in UN House;
- Bathrooms – wash floors, clean mirrors, disinfect washbasins and toilet seats, replenish with toilet paper, paper towels, liquid soap, toilet disinfectant, etc.;
- Kitchens – clean floors, tables, sinks, empty waste bins, replenish with soap, dishes washing liquid, kitchen paper towels. Maintain and **clean kitchens' appliances (refrigerator, microwaves, coffee machines, tea kettles, etc.)**. Wash the dishes - cups and glasses used during the meetings only.
- Corridors – wash floors, dust and clean equipment (printers, shredders), water flowers, ensure wet cleaning of the carpets in the reception/common area;
- UNH elevator & platform – clean inside walls, handrails, knobs, buttons, using distinctive sprays only;
- Terrace – clean and re-arrange tables and chairs. As per requests, ensure and/or serve water/coffee/tea for and/or during various events in UN House;
- Staircase – sweep and wash the outdoor front entry steps & access ramp, clean the handrails;
- Perform other duties as assigned;
- Report of any equipment malfunctioning.

1.2. Weekly tasks:

- Offices, corridors, kitchens, meeting / conference room – clean coolers;
- Kitchens – polish cupboards, clean the refrigerators (each Friday noon), microwaves, coffee machines, tea kettles, etc.).
- Basement – wash floors, remove the spider webs;
- Garage & Server Room – provide support to UNH Janitor in cleaning out the garage space;

2. Supplies and equipment

The organization shall provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. This comprises of but is not limited to, all the supplies for toilets, kitchenettes, and desk cleaning, including – toilet paper, paper towels, disinfectants, kitchen paper towels, washing-up liquids, liquid hand soap for soap dispensers, detergents for the kitchenettes, dishwasher supplies, garbage bags, vacuum cleaners, dusters, brooms, brushes, buckets and mops. There is a dedicated storage room in the basement for keeping supplies and equipment.

II. WORK SCHEDULE

The cleaning services will be carried out every day, from Monday to Friday, from 8.30 a.m. to 5.30 p.m. with the lunch break of 1 hour.

The contractor will be provided with the UN official holidays, which may not be coinciding with the Moldovan national holidays.

III. REQUIRED COMPETENCIES

Corporate Competencies:

Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Functional competencies:

Ability to perform a variety of standard tasks related to cleaning and house maintenance services and to handle a large volume of work possibly under time constraints.

Ability to operate office cleaning equipment.

IV. REQUIRED QUALIFICATIONS

- Primary education,
- Minimum 2 years of relevant experience,
- Experience in an international organization is a strong advantage,
- Knowledge of Romanian and/or Russian. Knowledge of English is an asset.