

# CASE STUDY



## Bright Futures Work Experience

As part of our Bright Futures programme, DOC Cleaning welcomed Year 10 student Elisha for a week of work experience, giving her the opportunity to learn about the departments, people and processes that support a professional cleaning business.

The placement was designed to provide a practical insight into the world of work, helping Elisha to understand the breadth of roles that sit behind the delivery of commercial cleaning services.

Rather than focusing on one narrow area of the business, she spent time with teams across our Marketing, People & Culture, Compliance, Contracts, Accounts and Administration functions.

The week gave Elisha exposure to the wider structure of DOC Cleaning and how different departments work together to support our clients, colleagues and operational teams.

## In Elisha's words...



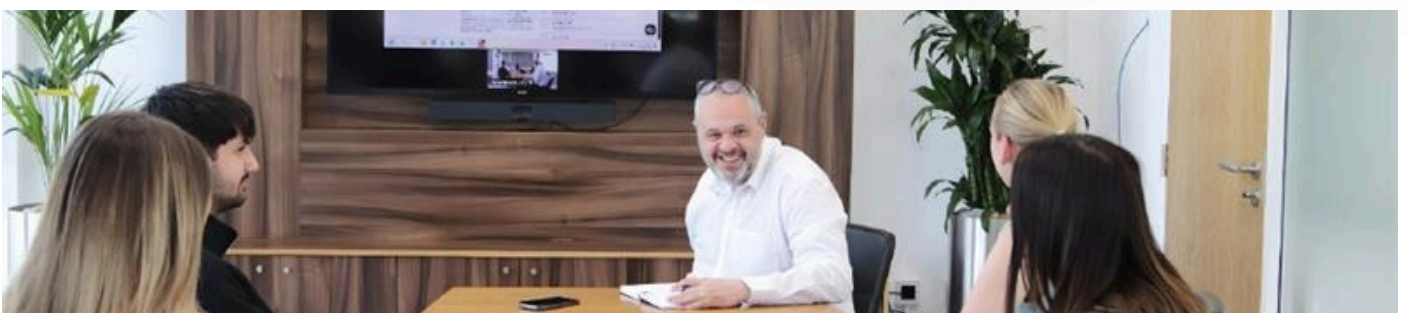
I am confident that the experience has helped me choose my future career.

I have enjoyed my time here at DOC Cleaning, learning lots of things about HR and the business as a whole.

The team gave me a clear explanation of how the business works and all the different roles within the company.

I appreciate all the support they have given me throughout the week.

**Elisha**  
Year 10 Student



## Understanding The Business

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During her placement, Elisha learned about DOC Cleaning as a business, including our values, our service approach and the way our departments contribute to the overall running of the company.

She was introduced to a range of business functions and gained an understanding of how we market our services, win and retain our contracts, our finance and accounting processes, and general contract management.

Elisha also learnt about our approach to ESG, community engagement and social value. Jeff Silver, our Head of ESG, provided insight into charity initiatives, volunteering events and community partnerships we engage in, showing our role beyond day-to-day service delivery.

From supporting local charities and community organisations to creating opportunities for employees to get involved in volunteering and social value activity, Elisha was able to see how a cleaning company can contribute positively to the people and places around it.

Elisha developed a clearer view of the cleaning sector as a professional, structured and people-focused industry, with opportunities across many different career paths.



### A Quote from our People & Culture Coordinator

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Elisha showed a high level of professionalism and a strong willingness to learn during her time with the People and Culture Department.

During Elisha's placement, she was able to explore the different career pathways available.

Team members shared their experiences of entering the workplace through apprenticeships, university education, and hands-on industry experience allowing her to gain an understanding of the various routes into employment.

**Charley Stewart**  
People & Culture Coordinator  
DOC Cleaning



## Developing Practical Skills

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Throughout the week, Elisha completed a variety of practical tasks designed to develop her confidence in a vibrant office environment. These included checking signed contracts, supporting invoice-related work, recording absence data, undertaking training modules and attending team meetings.

Elisha also spent time completing administrative tasks, such as shredding documents and reviewing documents, while learning about the importance of accuracy, confidentiality and attention to detail in a professional workplace setting.

One of the areas Elisha particularly enjoyed was her time with our People & Culture department, where she spent time with our People & Culture Coordinator, Charley Stewart, and gained insight into how HR teams support employees and managers, including areas such as absence management, grievances, disciplinarys and employment-related processes.

Elisha came away with a strong understanding of the responsibilities involved, and the need to balance care, consistency and compliance in supporting colleagues.

## Building Skills & Confidence

The placement helped Elisha build confidence in a professional office environment while developing a broader understanding of how businesses operate day-to-day. Throughout the week, she gained practical experience reviewing information, working with spreadsheets, checking documentation and understanding how individual tasks contribute to the smooth running of a business.

Stepping into a new workplace environment also gave Elisha the opportunity to meet new people, adapt to different ways of working and develop confidence communicating within a professional setting. By the end of the week, she had gained a stronger understanding of the wide range of roles available within DOC Cleaning and how each department contributes to the wider success of the business.



## Encouraging Future Placements

Work experience plays an important role within our Bright Futures programme, giving young people the opportunity to step into a real workplace environment and gain first hand experience of how a business operates.

For Elisha, the placement provided valuable exposure to different departments, responsibilities and career pathways across DOC Cleaning, helping her better understand the variety of opportunities available within the cleaning and facilities management industry.

By opening our doors to the next generation, we hope to support young people as they begin exploring future career paths, while raising awareness of the opportunities available across the cleaning and facilities management industry.

Get in touch today to learn how our Bright Futures programme can support your school or college.



## About DOC Cleaning

DOC Cleaning is a family-owned business with over 50 years of experience delivering professional cleaning services, with a portfolio spanning cultural landmarks, corporate headquarters and commercial spaces across the UK. As we continue to grow, we remain committed to building trusted partnerships, investing in our people and innovating for a cleaner, more sustainable future.

[www.doccleaning.com](http://www.doccleaning.com) 

[helpdesk@doccleaning.co.uk](mailto:helpdesk@doccleaning.co.uk) 

01279 944 332 

