

CASE STUDY



Inspiring Bright Futures at DOC

We recently welcomed Harriet for a week of work experience as part of our Bright Futures programme. During the week, she spent time with colleagues across the business, exploring the wide range of career opportunities within the commercial cleaning and facilities management industry.

Her placement included time at our Head Office and alongside operational teams, visiting some of the iconic heritage venues we maintain across London. It also gave Harriet the opportunity to experience the industry with her dad, Justin Gray, one of our Operations Directors, who recently celebrated 15 years with DOC Cleaning.

Throughout the week, Harriet completed a range of practical activities and spent time learning about the responsibilities of different departments.

She particularly enjoyed her time with the People & Culture team and the investigation task she completed, which gave her an opportunity to develop her communication, concentration and practical workplace skills.

Together, these experiences gave Harriet a rounded introduction to working life at DOC Cleaning. Moving between Head Office and operational sites allowed her to ask questions and understand the organisation from several different perspectives.

In Harriet's words...



Whilst working at DOC this week, they showed me how an office operates and the different tasks they carry out each day. I had fun with the team – everyone was so welcoming and caring!

There are a lot of different jobs holding the business together. A lot more goes on than I thought."

Harriet
Year 10 Student



Harriet rated her work experience at DOC five out of five. She felt the placement gave her a clearer understanding of how different departments contribute to the business. Being trusted with practical tasks also helped her build confidence, communicate with colleagues and learn more about the expectations of a professional workplace.

The week broadened Harriet's view of the career paths available to her. Having previously been unsure about office-based work, she left the placement more open to this type of environment and interested in the systems and processes that support the company's day-to-day operations.

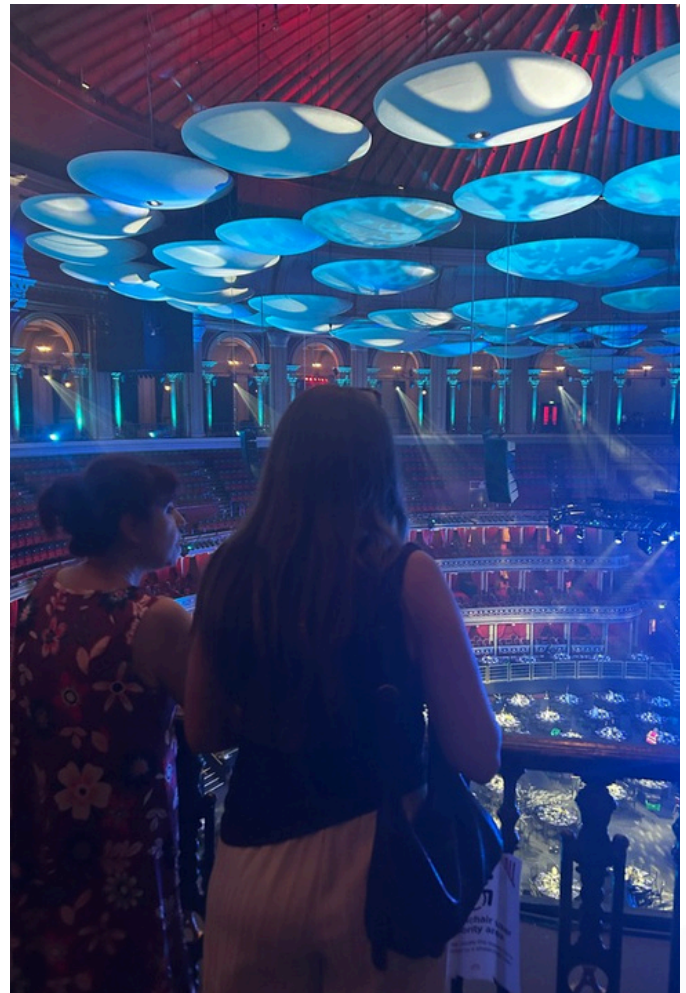
Head Office Support

At the Head Office, Harriet was introduced to the systems and teams that help on-site teams operate effectively. Colleagues from Marketing, People & Culture, Compliance, Finance and Administration explained their responsibilities and how information is shared across the organisation.

Harriet learned how their work connects functions together. People & Culture recruits and supports colleagues; Compliance maintains the procedures and standards across our contracts; Finance and Administration keep processes accurate and organised; and Marketing communicates the work and values of the business.

Operational teams rely on support, reliable information and clear coordination, while office-based teams depend on insight from sites to understand changing client and colleague needs.

Understanding these connections made the office environment more tangible. Harriet was able to see not only what each department does, but why collaboration between them is essential to the smooth running of the business.



A Quote from Justin Gray



Harriet spent the day with me visiting some of DOC's prestigious site.

We started the day at the National Theatre, where they had a VVIP visit.

Harriet spent time with the client doing the pre-opening checks for the visit. She was given a short tour of the building and had it explained what they do and how important DOC job is making sure the site is presented in its best light prior to opening and during opening.

We then went on to the Royal Albert Hall and met Rosa, the DOC site manager. Rosa gave Harriet a full tour of the building and what goes on there. Harriet was very impressed with the Royal Albert Hall, saying 'She (Queen Victoria) must have really loved Prince Albert'

Justin Gray
Operations Director
DOC Cleaning



Experiencing Operations First-Hand

Harriet's site visits offered a different perspective on the business, showing her how services are delivered in active, high-profile environments where standards must be maintained around changing schedules, visitor requirements and major events.

At the National Theatre, Harriet joined the team who were preparing for a VVIP visit. Carrying out pre-opening checks with the client and learning how the team assesses the building before visitors arrive

This gave experience of the level of responsibility involved in supporting a prominent public venue, where the service delivery contributes directly to the visitor experience.

Harriet then visited The Royal Albert Hall, given a tour of the site by Site Manager, Rosa Cornick. Explaining the scale of the operation and the work required to care for a complex heritage building meeting the needs of a busy programme.

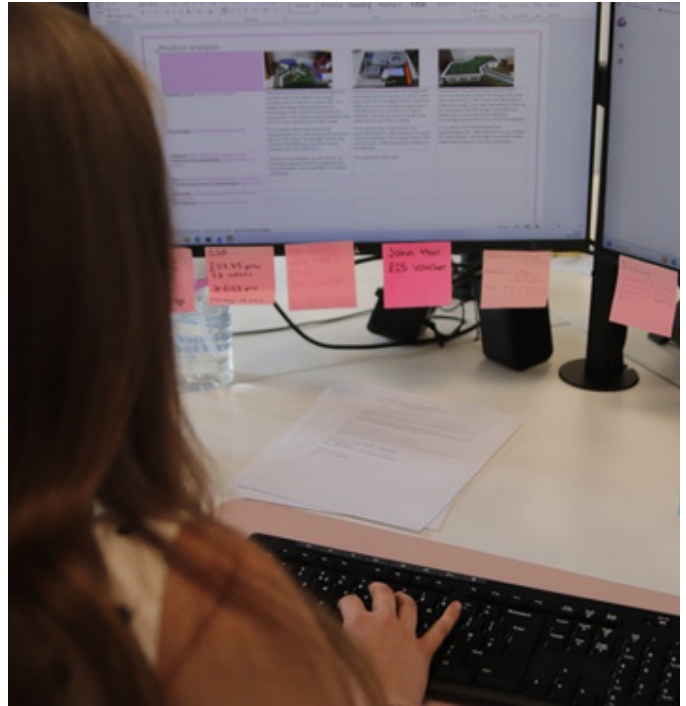
Together the visits, showed Harriet that excellent operational delivery relies on adaptability and a detailed understanding of each client's environment.

Discovering Career Pathways

The most rewarding outcome of Harriet's placement was the opportunity to look beyond the roles most associated with the commercial cleaning industry.

Throughout the week, she saw that delivering our service depends on people with a wide range of skills, responsibilities and areas of expertise. While frontline colleagues remain central to the service we provide, their work is supported by teams across the business.

Working alongside these roles in practice helped Harriet understand different career paths connect to the wider business. She also gained a clearer picture and more realistic view of the industry. There are many routes into commercial cleaning and facilities management, including opportunities that may not be immediately visible from the outside.

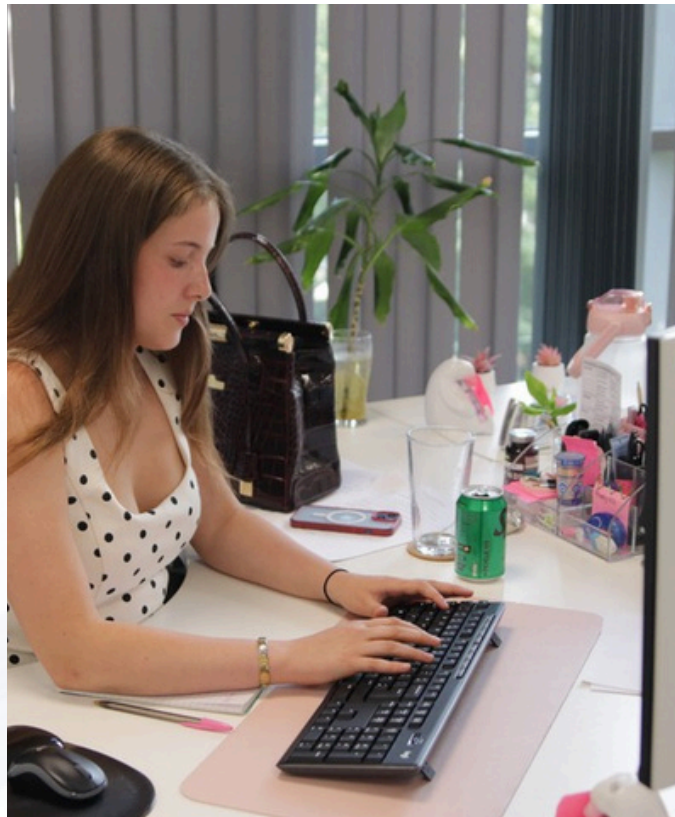


Building Workplace Confidence

Beyond learning about the business and the range of careers available, Harriet's placement gave her the opportunity to become more comfortable in a professional working environment. It also encouraged her to move beyond her initial uncertainty and engage more confidently with colleagues.

This progression was an important outcome of the placement. By experiencing both office-based and operational environments, Harriet developed greater confidence in unfamiliar situations and a clearer understanding of the behaviours valued at work, including curiosity, reliability, adaptability and a willingness to learn.

Bright Futures provides a supportive but realistic introduction to working life, helping young people recognise their strengths, explore their interests and approach future education and employment choices with an idea of what they're looking for.



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.

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