

CASE STUDY



Exploring a New Industry

As part of our Bright Futures programme, we welcomed Albie for a week of work experience, giving him the opportunity to explore an unfamiliar industry and see first-hand how a commercial cleaning and facilities management business operates.

Throughout the week, Albie spent time with colleagues across both our Head Office and operational teams. This gave him an understanding of the people, departments and processes that work together to deliver high-quality services across our client portfolio.

The placement was designed to be practical and engaging. Rather than simply observing, Albie took part in activities, met colleagues from across the business and learned how communication, teamwork and careful planning contribute to successful service delivery.

By experiencing both the strategic and operational sides of the business, he gained a broader view of the industry and the range of career opportunities available within it. He was also encouraged to ask questions and learn more about the responsibilities involved in different roles.

During his time at Head Office, Albie worked with colleagues from Marketing, People & Culture, Compliance, Finance, and Administration. This helped him see how each department contributes to the wider business. Each team explained how it contributes to client service and operational support.

Albie Shared:



Before the work experience week, my expectations of the cleaning industry were very different. I was surprised by how many departments there are and how many different career opportunities are available within the business. I particularly enjoyed spending time with the HR team because they supported me throughout the experience. Everyone was kind, respectful and professional, and the week helped me learn new skills and understand much more about how a cleaning business operates.”

Albie
Year 10 Student



Albie saw how Marketing communicates the company’s work, People & Culture supports colleagues, Compliance maintains standards, and Finance and Administration keep essential business processes running effectively.

The experience showed how closely these departments work together to support colleagues across our client sites. Meeting people from different backgrounds also showed Albie that there is no single route into the industry, with careers beginning through apprenticeships, university, vocational qualifications or practical workplace experience.

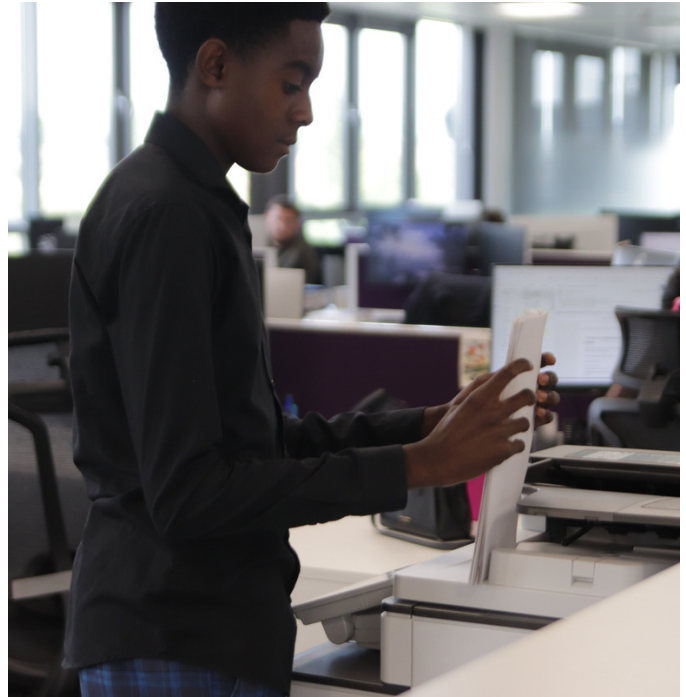
Discovering Career Pathways

Before joining DOC Cleaning, Albie's understanding of commercial cleaning was largely limited to the services visible within a building.

Spending time across the business showed him how much work takes place behind the scenes. Recruiting and supporting colleagues, managing finances, maintaining compliance, coordinating operations and communicating with clients all play an important part in delivering a consistent service.

Conversations with colleagues also introduced Albie to the different routes into employment. He learned how people had built their careers through apprenticeships, university, professional qualifications and hands-on industry experience.

His visits to operational sites brought this learning to life. Albie saw how site teams respond to the requirements of different buildings, maintain high standards and work closely with Head Office colleagues to keep each contract running effectively.



Building Workplace Confidence

A key outcome of Albie's placement was the change in how he viewed the commercial cleaning and facilities management industry.

The week introduced him to specialist roles and career pathways he had not previously considered. It also helped him recognise the professionalism, expertise and collaboration required behind every contract.

Working in unfamiliar environments gave Albie opportunities to develop practical workplace skills. He was encouraged to introduce himself, ask questions, and communicate with colleagues from different teams.

By the end of the placement, he had grown in confidence and developed a clearer understanding of professional working environments. He left with greater career awareness, first-hand experience and a stronger appreciation of the people and processes behind the services we deliver.



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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