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| **JOB DESCRIPTION**  |
| **Job Title**: Cleaning / Facilities Operative  | **Job Holder**: Vacant |
| **Job Location**: National Sports Campus Snugborough Road  |
| **Role:** Part time 0- 39 hours per week. Shift work 5 days over 7.**Reports to:** Cleaning Manager |

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| **JOB PURPOSE:** Briefly describe the overall purpose **or** function of the job |
| The key function of this role is to ensure that the prescribed hygiene and cleanliness standards of the National Sports Campus are maintained at all times. This role is a mix of cleaning and general operative duties on the campus and will involve manual handling, lifting, moving of equipment and other physical general operative tasks which are necessary to operate each of the buildings on the Campus. The role holder will be primarily responsible for the day to day cleaning requirements and general upkeep of the National Sports Campus facilities. |

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| **Responsibilities /Activity Headings** | **Tasks** |
|  Standards |  Ensure daily cleaning checklists are adhered to and signed off with particular emphasis on hourly checks for toilets and changing rooms: * Toilet Rolls.
* Soap Dispensers.
* Glass and Mirror Cleaning, Sink and Toilet Cleaning.
* Floor Spillages, General Litter removal etc.
* Daily Deep Clean Activities of assigned areas.
* Vacuuming of assigned office locations.
* Power washing of assigned areas.
* Exterior Car Park cleaning (litter, bins emptied, steps power washing).

Ensure the highest standards of cleanliness and hygiene throughout Campus facilities at all times. |
| Health and Safety |  . Ensure adherence to NOPS – Normal operating procedures / EAPS – Emergency Action Plan  . Ensure compliance with Health and Safety policy and procedures   . Upkeep of equipment/uniforms  * To ensure the correct chemicals or cleaning substances are used for their intended purpose and in accordance with manufacturer’s guidelines and in line with material data information.
* Ensure use of PPE (Personal Protective Equipment)
* Ensure that the Health and Safety of staff and users is maintained at all times.
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| Customer Service | * To ensure that all customers are awarded the highest priority in the delivery of the service and that a culture of quality is fostered.
* To ensure delivery of the best service standards to the customers.
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| Technical Responsibilities | * + Cleaning equipment (buffer /scrubber drier / wet vac / power washer , etc )
	+ Cleaning chemicals / substances
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| Internal and External Relationships | **Internal** Senior Managers, Duty Managers, Reception, General Operatives, Gym staff, Pool staff**External**  . Customers  |

The above contains the main outline of duties. However, it’s inevitable that tasks may arise which may not fall within the remit of the above list of main duties. Employees are required to respond with a flexible approach when ad hoc tasks arise which are not specifically covered in their job description. Should an additional responsibility become a regular part of an employee’s job, the Job Description will be amended to reflect this.

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| **JOBHOLDER ENTRY REQUIREMENTS:** *Identify the essential knowledge, skills and behavior’s required.* |
| **Knowledge (Education & Related Experience):*** Minimum age 18 years old
* Previous experience in the leisure industry would be an advantage
* Previous cleaning experience in a similar environment is essential.
* Excellent written and oral English essential
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|  **Key Skills*** Time management
* Customer Relationship Management
* Excellent communication/interpersonal skills
* Strong team working skills
* Ability to work on own initiate
* Organisational skills
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