



## Job Description

### Cleaner

**Directorate:** Operations

**Location:** Slimbridge Wetland Centre

**Reporting to:** Facilities Manager/Cleaning Supervisor

**Grade:** 4

**Main function of post:** Provide a high standard of cleaning and janitorial service throughout the Centre. Also, the turnover of holiday accommodations, change beds and clean.

**Supervisory responsibilities:** None

### Main duties of the post

1. To clean and present all areas of the Centre to standards set by the Facilities Manager
2. To ensure all washrooms are ready for opening time and cleaned to the highest standard at all times
3. To daily check and replenish the hand sanitiser holders in the grounds
4. To ensure that the entrance ramp and exit areas are cleaned as scheduled and are free from debris
5. To clean office areas to an agreed schedule. Emptying all waste bins in the offices on a daily basis
6. To report any faults/defects to the facilities manager daily
7. To liaise with the Centre Office staff, and checking emails daily for any amendments to the room setting up schedule
8. To dispose of rubbish and cardboard daily
9. To ensure that all areas are free of cobwebs and dust, paying special attention to the motion detectors in the Visitor Centre
10. To ensure that all meeting rooms are checked for cleanliness and presentation before meetings are due to start / delegates arrive
11. To maintain adequate stocks at all T-point and cleaning of these areas
12. To maintain a high level of hygiene practices. Be aware of your responsibilities under hygiene legislation for personal standards and for that of visiting customers
13. To carry out your work safely, with due regard to others and your responsibilities under Health and Safety legislation
14. Ensure that all our visitors experience high standards of customer care and enjoy a positive experience during their visit.
15. The turn over of all holiday accommodation on site
16. Responding to radio calls for cleaning duties

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

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**Date raised:** January 2011

**Amended:** Dec 2025

# Person Specification

## 1. Qualifications

### *Essential:*

- Basic education (GCSE standard or equivalent to grade D-G)

### *Desirable:*

- Educated to GCSE standard (A-C) or equivalent in English/ Maths

## 2. Experience

### *Essential:*

- Previous experience of cleaning/house keeping
- Experience of manual handling in line with health & safety regulations

### *Desirable:*

- Aptitude - An understanding of safe working with equipment
- An eye for detail – Knowledge of Health & safety in COSHH and PPE
- Experience of working in a customer service environment
- First Aider

## 3. Managerial & Supervisory

### *Essential:*

- None

| Type of staff               | Number managed | Number supervised |
|-----------------------------|----------------|-------------------|
| Employed Staff              | 0              | 0                 |
| Volunteers / Casual Workers | 0              | 0                 |
| Contractors                 | 0              | 0                 |

## 4. Responsibility

### *Essential:*

- To follow instructions and pay attention to detail
- To provide a high level of cleaning throughout the centre and offices
- To be responsible for stock levels within the cleaning department

- To provide a high level of customer service when setting up/cleaning rooms and offices to maintain discretion in seeing/hearing staff/customers private information
- To be responsible and timely in delivering materials /parcels/equipment to other departments

***Levels of Responsibility:***

| Type of Responsibility                    | Level (£'s)                                |
|---|--|
| Expenditure (exc. payroll)                | £0   |
| Cash Handling                             | £0   |
| Assets (required for job, exc. buildings) | £0   |
| Visitors (per annum)                      | Presenting the centre for 200,000 visitors |

## 5. Creative Ability

***Essential:***

- Uses initiative to ensure the best presentation of rooms/Visitor centre and area of responsibility and to meet the needs of the customer as required
- To address problems and deal with them proactively, often at short notice

## 6. Contact

***Essential:***

- Ability to deal proactively with the customer and be helpful and efficient when dealing with other staff

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## General Notes

The safe lifting of tables, chairs and other office equipment is an essential part of the job.