

Cleaner

Grade: 4

Directorate: Ops

Location: WWT Washington Wetland Centre

Reporting to: Grounds and facilities manager

Main function of post: To undertake cleaning of the Visitor Centre, including staff areas, and other visitor accessible features within the grounds to provide a safe, welcoming environment supporting a positive visitor experience.

Supervisory responsibilities: None

Responsibilities of the post

1. To clean and present all areas of the Centre to standards set by the Grounds and Facilities Manager.
2. To ensure all visitor areas are cleaned to the highest standards and are visitor ready by 10am
3. To daily check and replenish all consumables around the Centre building and as required (toilet rolls/hand towels etc.).
4. To clean the café floor daily by 9.30am.
5. To clean staff areas to an agreed schedule to include emptying all waste bins in the offices daily.
6. To undertake cleaning duties in our grounds including a clean/restock of our composting toilet as required, cleaning of outdoor exhibit buildings, benches and signage.
7. To report any faults/ defects to the Grounds and Facilities Manager.daily
8. To maintain a high level of hygiene practices to offer a safe and welcoming visitor environment

9. To work alongside volunteers encouraging, developing and supporting them in their work for WWT, ensuring that they have a positive volunteering experience.
10. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.
11. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
12. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

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.

Date raised: January 2011

Date amended: June 2026

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 / Math's

2. Experience

Essential:

- Previous experience of cleaning
- An eye for detail

Desirable:

- An understanding of safe working with equipment
- Knowledge of health & safety in COSHH and PPE
- Experience of manual handling in line with health & safety regulations
- Experience of working in a customer service environment

3. Managerial & Supervisory

Essential:

- None

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	0	0
Volunteers	0	0
Casual Workers	0	0

4. Responsibility

Essential:

- To follow instructions and pay attention to detail
- To work efficiently to meet the needs of the business

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility	0
Income	0
Project Size (normally managed)	0
Assets (required for job, exc. buildings)	£500
Visitors (number per annum)	70,000

5. Creative Ability

Essential:

- A great eye for detail, proactively ensuring all areas are well presented

6. Contact

Essential:

- Ability to interact with visitors, staff and volunteers in a warm, professional way

General Notes

Ideally this position will help to provide holiday cover for the cleaner who fills this position Sun - Thurs. An ability to be available for work Sun-Tues would therefore be an advantage.