



Job Description

Cleaner

Directorate: Operations

Location: Slimbridge Wetland Centre

Reporting to: Facilities Manager

Grade: 4

Main function of post: As a member of the housekeeping team to provide a high standard of cleaning and janitorial service throughout the Centre

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 wash rooms 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 ensure that the Peng Observatory, all exit doors and fire escapes of the main Centre are clean and free of debris
6. To clean office areas to an agreed schedule. Emptying all waste bins in the offices on a daily basis
7. To report any faults/defects to the facilities manager on a daily basis

8. To liaise with the Centre Office staff, and checking emails on a daily basis for any amendments to the room setting up schedule
9. To dispose of rubbish and cardboard on a daily basis
10. To ensure that all areas are free of cobwebs and dust, paying special attention to the motion detectors in the Visitor Centre
11. To carry out porter duties within the Centre to include the setting up and dismantling of room layouts and moving furniture
12. To ensure that all meeting rooms are checked for cleanliness and presentation before meetings are due to start / delegates arrive
13. To maintain adequate stocks of photocopy paper in the rest room for the photocopier in the main centre
14. To maintain a high level of hygiene practices. In particular, be aware of your responsibilities under hygiene legislation for personal standards and for that of visiting customers
15. To carry out your work safely, with due regard to others and your responsibilities under Health and Safety legislation
16. Ensure that all our visitors experience high standards of customer care and enjoy a positive experience during their visit.
17. To turn over holiday accommodation, change beds and clean.

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

Amended: March 2024

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
- 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

3. Managerial & Supervisory

Essential:

- None

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

Desirable:

- Occasional support /supervision of contract staff

4. Responsibility

Essential:

- To follow instructions and pay attention to detail

- 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 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

General Notes

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