

Torfaen Leisure Trust **Job Description**



Position Details	
Position Title: Cleaner	
Grade: National Minimum Wage (Age Dependant)	
Section/Unit: Centre Management	Location: Pontypool Active Living Centre, Cwmbran Stadium, Fairwater Leisure Centre
Responsible To: Assistant Customer Experience Manager	Responsible For: No Staff Responsibility
Date Issued: 16.08.23	

Job Purpose
To ensure, individually or as part of a team, the cleaning of the designated areas to ensure they are kept in a clean and hygienic condition

Principal Accountabilities and Responsibilities
<p>To carry out general cleaning duties as per the Centre's cleaning schedules and Written Operating Procedures to the agreed quality standards at all times fully complying with COSHH regulations</p> <p>To maintain appropriate records and data to provide management information</p> <p>To be committed to personal professional development, which will support and enhance the provision of the service to customers of the Centre</p> <p>To be customer led and focussed in all aspects of the role</p> <p>To undertake any other duties deemed reasonable by a Senior Officer to ensure the very highest level of consistent service delivery to all our customers.</p> <p>To recommend improvements to the services offered by the Centre in response to customer feedback</p> <p>To report defective equipment to the Assistant Customer Experience Manager and take remedial action where necessary</p>

Resources/Equipment/Material

To be responsible for the safe operation of equipment within the Centre

Supervision/Management of People

Responsible for the supervision of customers using the Centre's facilities

Knowledge, Skills, Training and Experience

Excellent Interpersonal skills

Able to interact and engage with customers

Good 'housekeeping' skills

Previous experience of working in a similar environment

Special Working Conditions

The post may require working evenings, weekends and bank holidays according to rota arrangements

General

To observe confidentiality in all aspects of work and to comply with the Data Protection Act 2018 and the new General Data Protection Regulations GDPR.

To demonstrate a willingness to undertake training development and learning opportunities to improve skills

Comply with and support others to observe Health and Safety Act 1974 procedures and processes

To work within the Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices

To accept that this job description may be periodically subject to review

To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment

Carry out duties placed on employees by the Health and Safety at Work Act 1974

Person Specification

Please note you will need to meet the essential criterion to be invited for interview.

Requirements	Selection Method		
	Essential or Desirable	Score	Tested at Interview and/or Application Form
Education/Qualifications/Knowledge			
1.1 Willingness to achieve other relevant qualifications	Essential		Application Form
1.2 Basic understanding of health and safety	Essential		Application Form / Interview
1.3 Willingness to develop a knowledge of the activities offered by the Trust	Essential		Interview
Experience			
2.1 Previous experience of working in a similar environment	Desirable		Application Form
2.2 Previous cleaning experience in commercial premises	Essential		Application Form
Skills and Abilities			
3.1 Excellent Interpersonal skills	Essential		Interview
3.2 Able to interact and engage with customers	Essential		Interview
3.3 Good 'housekeeping' skills	Essential		Interview
Personal Attributes			
4.1 Flexible approach to work	Essential		Interview
4.2 Able to work on own initiative	Essential		Interview
4.3 Self-motivated and enthusiastic	Essential		Interview
4.4 Team Player	Essential		Interview
4.5 Proactive	Essential		Interview
Circumstances			
5.1 Able to travel independently between Centres if required	Desirable		Interview
Total Short Listing Score			

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria