

TORFAEN LEISURE TRUST

JOB DESCRIPTION



Position Details	
Position Title: Cleaner	
Salary: National Minimum Wage	
Section/Unit: Leisure Operations	Location: Pontypool Active Living Centre, Cwmbran Stadium, Fairwater Leisure Centre
Responsible To: Assistant Manager / Duty Manager on shift	Responsible For: No staff responsibility
Date Issued: Jan 2024	

Job Purpose
<p>Working individually or part of a team to ensure all areas of the centre are kept in a clean and hygienic condition.</p> <p>To create a positive first impression to all customers and visitors of the centre.</p>

Principal Accountabilities and Responsibilities
<ul style="list-style-type: none">• To carry out general cleaning duties as per the centre's cleaning schedules to the agreed quality standards at all times fully complying with COSHH regulations.• To record all completed tasks and inspections using the agreed method.• To be committed to personal professional development, which will support and enhance the provision of the service to customers of the Centre.• To report defective equipment to your Line Manager and take remedial action where necessary.• To be customer led and focussed at all times and engage positively and in a professional manner with all centre customers and visitors.• To undertake any other duties deemed reasonable by a Line Manager to ensure the very highest level of consistent service delivery to all our customers.• To recommend improvements to the services offered by the Centre in response to customer feedback.

Resources/Equipment/Material

To be responsible for safe operation of all relevant equipment within the centre.

Supervision/Management of People

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

No line management responsibilities.

Knowledge, Skills, Training and Experience

Complete all necessary COSHH training as required.

Special Working Conditions

- The post holder will be expected to manage and prioritise work commitments.
- The post holder may be required to work some evening, weekends and Bank Holidays depending on rota requirements.

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.

PERSON SPECIFICATION

Please note you will need to meet the essential criteria 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 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