

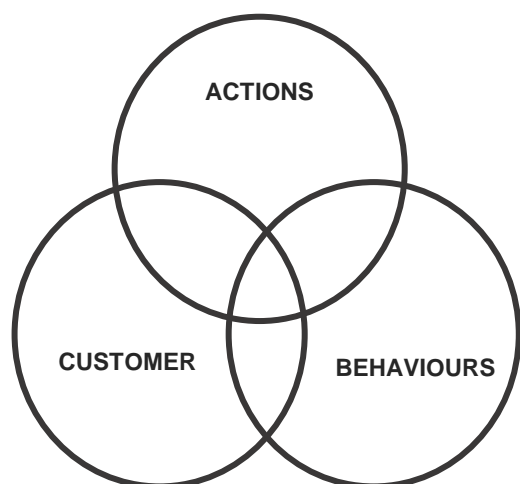
JOB DESCRIPTION

POST:	Cleaning Operative
JOB PURPOSE:	To cleanse all areas of a facility to ensure a safe, hygienic and welcoming environment for all users.
RESPONSIBLE TO:	Venue management teams
SALARY:	Grade 1 SCP 08 – 11 / £10.90 per hour (Real Living Wage)
KEY RELATIONSHIPS:	Members of the public, Newport Live colleagues
BASE LOCATION:	Newport Live venues, including Newport International Sports Village, Newport Centre, Active Living Centre and the Riverfront Theatre.
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	This post will require the post holder to work flexibly including early mornings, evenings and weekends on a regular basis.
TRAINING:	The post holder will be receive training in all areas of the post.

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** Cleanse all areas of a facility to a high standard as laid down in the cleaning schedule and Normal Operating Procedures.
- 2** Immediately report any defects in the facilities structure or equipment to the facility Cleaning Supervisor/Leisure Operations Officer.
- 3** Observe all regulations related to control of substances Hazardous to Health (COSHH) and the Health and Safety at Work Act 1974.
- 4** Undergo all relevant training in cleaning methods and the use of cleaning appliances and to attend all other training deemed relevant by Supervisors or Management.
- 5** Assist in the promotion of the venue and products by maintaining a high standard of dress and appearance at all times and by responding positively to all customer enquiries to encourage sales and repeat custom.
- 6** Ensure a high standard of accuracy and clarity when completing paperwork.
- 7** Undertake any other duties, commensurate with the grade of the post, as directed by the management team.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

CLEANING OPERATIVE – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	1.1 Knowledge and application of COSHH. (A, I)	1.2 Good basic level of education (A) 1.3 Good working knowledge of cleaning methods and the use Of cleaning materials and cleaning equipment. (A, I)
Knowledge, Skills & Competencies	2.1 Show enthusiasm and self-motivation. (A, I) 2.2 Be able to work to a high standard both on your own initiative and as a member of a team. (A, I) 2.3 Be able to meet work targets and deadlines. (A, I) 2.4 Be able to manage the progress of your own work and competing demands. (A, I)	2.5 Possess good customer care skills. (A, I)
Experience	3.1 Able to demonstrate awareness of Health & Safety, good practice in relation with cleaning. (A, I, T)	3.2 Ability to demonstrate the use of appropriate cleaning methods, cleaning materials and cleaning equipment. (A, I) 3.3 Experience of cleaning in a leisure facility environment. (A, I)
Personal Attributes	4.1 Be able to show commitment to personal continuous performance improvement (I) 4.2 Be able to work well both as an individual and as part of a team (A/I) 4.3 Possess a can-do attitude (A, I)	
Other	5.1 Be physically able to undertake all aspects of cleaning work - to include lifting and carrying (T) 5.2 Be able to work varying shift patterns to include early	

	mornings, evenings and weekends (A, I)	
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Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre