

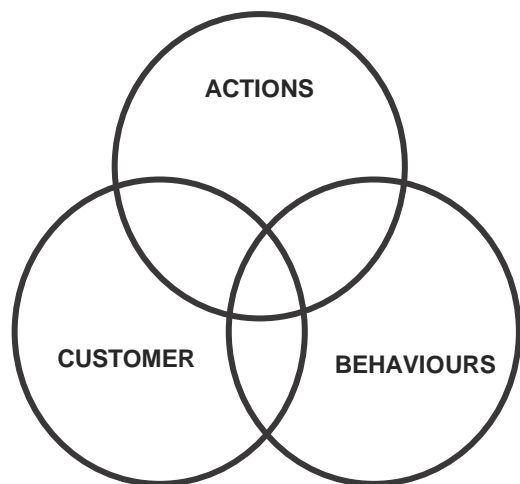
JOB DESCRIPTION

POST:	Cleaning Operative
JOB PURPOSE:	Cleaning all areas of the site, to ensure a safe, hygienic, and welcoming environment for all users.
RESPONSIBLE TO:	Venue management teams
SALARY:	Grade 1 (SCP 08-11)
KEY RELATIONSHIPS:	Members of the public, Newport Live colleagues
BASE LOCATION:	Newport Live venues, including Newport International Sports Village, Active Living Centre, and Riverfront Theatre.
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	Shifts align with operational hours, covering early mornings, evenings, weekends, and bank holidays; flexibility is required
TRAINING:	Full training will be provided.

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



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 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.

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

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

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

PERSON SPECIFICATION
CLEANING OPERATIVE

Area	Essential	Beneficial
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 Display enthusiasm and self-motivation. (A, I) 2.2 Work to a consistently high standard, both on own initiative and as part of a team. (A, I) 2.3 Meet work targets and deadlines. (A, I) 2.4 Manage the progress of own work and competing demands. (A, I)	2.5 Good customer care skills. (A, I)
Experience	3.1 Awareness of Health & Safety good practice in relation with cleaning. (A, I, T)	3.2 Use of appropriate cleaning methods, materials, and equipment. (I) 3.3 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 able to work varying shift patterns, including early mornings, evenings, and weekends (A, I)	

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre