

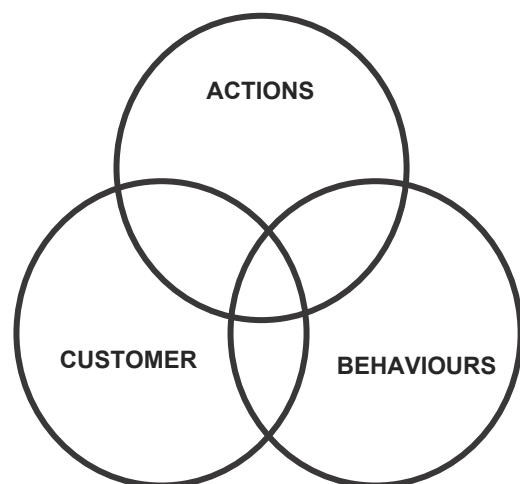
JOB DESCRIPTION

ROLE:	CLEANER
PURPOSE:	Cleaning all areas of our sites, to ensure a safe, hygienic, and welcoming environment for members, customers, visitors and colleagues
RESPONSIBLE TO:	Cleaning Supervisor / Duty Manager / Leisure Operations Officer / Theatre Operations Manager
SALARY:	Grade 1 (SCP 08-11)
KEY RELATIONSHIPS:	Members of the public, Cleaning Supervisor, Duty Managers / Leisure Operations Officers, and all Newport Live Colleagues
BASE LOCATION:	Newport Live sites including The Regional Pool and Tennis Centre, The Geraint Thomas National Velodrome of Wales, Newport Stadium, Station Gym, Active Living Centre, The Riverfront Theatre & Arts Centre
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	Shifts are in line with the operational hours of our sites; there is a requirement to work flexibly including early mornings, evenings, weekends and bank holidays
TRAINING:	Full training is provided

I will be successful in my role when:

- All 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** Clean all internal areas of our buildings to a high standard, as per the cleaning schedule and Normal Operating Procedures
- 2** Ensure external areas of our buildings (such as entrance ways and car parks) are clean and free of litter
- 3** Immediately report any defects in structure or equipment to the Cleaning Supervisor / Duty Manager / Leisure Operations Officer / Theatre Operations Manager
- 4** Observe and adhere to regulations related to Control of Substances Hazardous to Health (COSHH) and the Health and Safety at Work Act 1974
- 5** Undergo all required training in cleaning methods and the use of cleaning appliances, and attend all other training deemed relevant by Supervisors or Management
- 6** Assist in the promotion of the venue and products by responding positively to all customer enquiries to encourage sales and repeat custom.
- 7** Ensure a high standard of accuracy and clarity when completing paperwork.
- 8** 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 - CLEANER

Area	Essential	Beneficial
Qualifications		1.1 Good basic level of education
Knowledge, Skills & Competencies	2.1 Knowledge and application of COSHH 2.2 Health and safety awareness and good practice 2.3 Work to required targets and deadlines 2.4 Take pride in your work, cleaning to a consistently high standard 2.5 Manage the progress of your workload and competing demands	2.6 Good working knowledge of cleaning methods and the use of cleaning materials and equipment 2.7 Good customer care skills
Experience	3.1 Working in a customer-facing environment	3.2 Use of appropriate cleaning methods, materials, and equipment 3.3 Cleaning in a leisure or theatre environment
Personal Attributes	4.1 Commitment to personal continuous development 4.2 Comfortable working on tasks alone and as part of a bigger team 4.3 Be self-motivated and approach work tasks with enthusiasm	
Other	5.1 Flexibility to work shifts that can include early mornings, evenings, weekends, and bank holidays	5.2 Ability to communicate in Welsh <i>(or other languages in addition to English)</i>