

Role of Cleaner

Job Description

Reporting to: Cleaning Supervisor	
Department: General Management – Duty Management	
Post Ref. GMC1	Contract type: Perm. 7 hours Seasonal (9 months)

PRINCIPAL PURPOSE OF THE ROLE:

To assist in maintaining the facilities of the centre for visitors, artists and staff in order that they are kept in a safe and clean operating condition; and that the centre is presented to the highest standard. Maintaining a preventive cleaning program; and resolving immediate operational and/or safety concerns.

PLANNING AND DELIVERY

- Keep all the facilities and resources clean and tidy, including dealing with incidents and accidents promptly and efficiently.
- To work as part of the cleaning team to ensure a safe, responsive, accurate and efficient cleansing service for all events and activities promoted by Poole Arts Trust.
- Deputise for the Cleaning Supervisor as and when required.
- Assist with the careful movement and storage of all furniture and equipment throughout the facility.
- Work as part of the operations team offering support with broader front of house duties as required
- Maintain and manage accurate maintenance/cleaning records where required.
- Respond to cleaning requests in a timely and friendly manner. Keeping the relevant staff updated of progress and seeking to resolve matters in the most efficient and effective manner.
- Report larger maintenance concerns to Cleaning Supervisor/Technical Manager, highlighting any health and safety issues as a priority and as well as issues that directly impact our visitors.
- Assist in monitoring and/or controlling cleaning records and/or supplies
- To ensure the safety and proper use of the centre's cleaning equipment and materials

COMMUNICATION

- Maintain and develop good contacts and working relationships with colleagues, customers, artists, contractors, suppliers, stakeholders and external organisations in order to promote the value of the work we deliver.
- To work as part of the Operational team, contributing to the achievement of a friendly, welcoming and professional environment that helps to contribute to the achievement of organisational goals and raise and maintain consistent standards of delivery.
- To attend regular team briefings and actively contribute to operations meetings, as and when required.
- Review and act upon customer feedback, implementing changes to ensure ongoing customer satisfaction.

FINANCE

- To work within agreed defined budgets
- Recording maintenance expenditure and working within the agreed budget for supplies.

HEALTH & SAFETY

- Ensure all health and safety procedures are communicated to staff
- Adhere to health and safety legislation and Poole Arts Trust's policies and procedures.

REPRESENTATION

- Represent the company at performances, meetings and events, as and when required.

DIVERSITY

- Embrace, promote and ensure the implementation of the Diversity policies of Poole Arts Trust.

VALUES

- Promote and communicate Poole Arts Trust's values and culture to both internal and external customers.
- Any other duties as may be reasonably required.

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Person Specification

EXPERIENCE AND KNOWLEDGE

Essential:

- Basic education or suitable life-based skills.
- Reading, writing and basic mathematical skills. The ability to complete reports and evaluations and the ability to follow instructions and theatre procedures.
- Able to work on your own initiative using procedures and associated guidance in general cleaning.
- Experience of basic cleaning duties to facilitate the upkeep of the building.
- Possesses the ability to listen, question and understand the basic method or works in a theatre environment. The ability to review and assess future work requirements and prioritise workload and self-management.
- Strong customer care skills
- Excellent organisational skills with strong attention to detail
- Ability to work flexibly with regular evening and weekend work

Desirable:

- A similar role with a venue successfully undertaken.
- Building cleaning experience. Experience of working in large public buildings and of using industrial cleaning equipment.
- Awareness of Health and Safety Regulations. Basic First Aid.
- The ability to work in a flexible way and to be able to adapt in order to meet the demands of a working theatre
- Knowledge and passion for the arts

Competences:

- Confident, conscientious, enthusiastic and professional with a good sense of humour and a positive outlook with a 'can-do' approach
- Ability to work unsupervised and take responsibility
- Ability to work under pressure, meet deadlines and make decisions
- Open minded and able to see the potential in any given situation and proactively looking to maximise all opportunities

Personal Characteristics:

- Must enjoy working with people and be customer focused
- Problem solving approach to work
- Adaptable to change
- Proactive and results orientated
- Flexible and reliable