

## JOB DESCRIPTION

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| <b>ROLE:</b>         | <b>Cleaner</b>   |
| <b>REPORTING TO:</b> | Commercial Hub Manager   |
| <b>ROLE SUMMARY:</b> | The purpose of this role is to maintain the highest standards of hygiene and cleanliness of visitor, office and business facilities within Pensthorpe Natural Park, effectively managing the cleaning team. In addition, this role is responsible for the basic maintenance of the premises on a day-to-day basis. |

### Main responsibilities

1. To take responsibility for the hygiene and cleanliness of the facilities at Pensthorpe in accordance with the agreed schedule, coordinating activity with other members of the cleaning team to ensure all areas are maintained at the highest standards at all times, throughout weekdays and weekends as required by the seasonality of the business;
2. Undertake training and continually develop skills and knowledge to achieve and maintain consistently high standards of cleaning at all times and across all site locations;
3. Deal with emergency cleaning requirements and basic maintenance tasks to support the delivery of a high quality customer experience, such as dealing with spills, accidents, sickness, blocked toilets etc;
4. Monitor and maintain adequate stock levels of cleaning products and consumable items (toilet rolls/hand towels), requesting re-ordering as required;
5. Ensure that, in conjunction with the H&S coordinator, that appropriate COSHH risk assessments and documentation is maintained for the use of all purchased cleaning products and these are used in accordance with regulatory guidance and stored accordingly;
6. Emptying waste bins, disposing of waste material to designated collection points in line with our environmental protocols;
7. Ensure that the feminine disposal bins are properly cleaned and serviced by the third-party contractor in line with the agreed schedule. Report any issues to maintain a high quality service;
8. Undertake deeper cleaning schedules using manual equipment and electrically powered equipment for cleaning and polishing as required. Report back on any issues with equipment to ensure maintenance is undertaken regularly;
9. Observe and make notes of any remedial work or maintenance tasks that are required, such as simple fixes to issues, changing lightbulbs, light decorating / making good of bumps and scratches.
10. Work with the catering team and administrators to ensure all room bookings for events (meetings, parties, weddings and larger events in our Boardroom, garden Room and Function Room) are set up in line with the event booking form – tables, chairs, linens and equipment set up and removed as required.

### Team

1. Work collaboratively with fellow Cleaning Team members and other staff who may undertake cleaning as part of their responsibilities, sharing knowledge and experience, to meet the needs of the business;
2. Promote efficiency, cleanliness standards and demonstrate a positive working style with an enthusiastic, committed and flexible attitude;
3. Contribute to team meetings and put forward ideas in order to improve ways of working.

### Health & Safety

1. Implement the legal obligation to maintain a safe working environment at all times;
2. Adhere to and ensure the safe use and storage of cleaning chemicals, consumables and equipment, in particular relating to COSHH regulations;
3. Follow the company's procedures, as described in the Health & Safety Policy;
4. Report concerns or anything unsafe to the Operations Manager and to report accidents, near misses in the accident book;
5. In conjunction with the Health & Safety Officer, provide input into review and updating of risk assessments relevant to area of work, such as, COSHH, manual handling and working at heights.

### Visitors

1. Demonstrate a friendly, professional and helpful approach in all visitor interactions promoting the 'Pensthorpe Experience' and highest standards of customer excellence;
2. Assist with special event days as required.

### General

1. Welcome visitor groups to Pensthorpe, when required;
2. Attend work with a clean and smart appearance, wearing the appropriate attire;
3. Implement the policies and procedures set out in the Employment Handbook;
4. Undertake any other tasks that may be reasonably requested.

Signed by Employee

Date