

Job Description

Job title	Cleaner
Directorate	PLACE : Regeneration, Community and Culture
Division	Sport, Leisure, Heritage and Tourism
Range	MPR 2
Reports to	Senior Sports Officer / Senior Customer Advisor

Main purpose of the job:

To deliver a cleaning service at Medway sports centres, to ensure health and safety as well as service and SLA requirements are met.

Manage physical resources on site such as cleaning materials and reporting maintenance requirements, reporting of defects as per centre procedures.

Provide routine assessment and quality checking on services available to customers and staff.

To supervise the cleaning team on site

To supervise the ordering process to replenish cleaning goods working with a small budget.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

To ensure that the building is safe and clean at all times for all staff and customers

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Senior Sports Officer

The post holder will be working on shift at the sports centre and the relevant member of the management team will line manage this post on a day to day basis.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at one of the following sports centre's, Medway Park, Strood Sports Centre, Hoo Sports Centre, Splashes sports centre although they may be expected to work at any location across Medway Sport facilities.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Relevant Health & Safety, policy legislation and COSHH. (e learning courses)

Level B (in addition)

- To complete a recognised first aid qualification to support centre staff within emergency situations
- To complete a recognised customer care course to enhance further the customer s experience

Level C (in addition)

- To complete Level 3 Leadership apprenticeship / course

Knowledge

Level A

- A Cleaner will be expected to deliver a diverse range of cleaning service to meet the needs of Medway Council Sports Centre customers and assist senior centre staff to ensure the centre operates safely, efficiently, and effectively at all times
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- Able to demonstrate a working understanding of the use and storage of cleaning materials, and to be able to instruct others.

Level B (in addition)

- Improve knowledge of customer service and areas of the building, including timetabling and admissions to assist customer enquiries on site.

Level C (in addition)

- To have experience in dealing with face to face customer enquiries and extensive knowledge on centre activities and admission policy and prices, and memberships.

Experience

Level A

- Experience of undertaking commercial cleaning duties.
- Can demonstrate an understanding of the procedures for a number of tasks and operation of associated basic tools and equipment with the ability to follow straightforward oral and written instructions.

Level B (in addition)

- Experience in team leadership roles
- ability to train other staff in associated cleaning services
- experience in first aid delivery, emergency evacuation as part of the team and assisting customers

Level C (in addition)

- 18 months continued service / commercial cleaning experience within Sports Centres or similar setting
- To Supervise cleaning team on site with daily schedules and tasks, rotas and annual leave requests.
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Skills

Level A

- Good customer care skills

Level B (in addition)

- To maintain cleaning stocks and supervise ordering process to replenish, working with senior staff to manage a small budget.

Level C (in addition)

- Implement procedures and processes that improve housekeeping services.
- Keep health and safety documents up to date and displayed within relevant areas.