

## Job Description

---

**Post:** Cleaner

**Grade:** 2

**Centre:** WWT Castle Espie

**Directorate:** Centre Operations

**Reporting to:** Retail & Visitor Services Manager

**Main function of the post:** To carry out general cleaning duties throughout the Centre ensuring it is clean and presentable at all times

**Supervisory Responsibility:** None

**Hours worked:** 16 hours per week to include weekends and bank holidays on a rota basis

---

### Main duties of the post:

1. Responsible for cleaning all public areas, and surrounds including approaches, entrances, stairways, passages, toilets and inside windows etc in accordance with area schedules issued by Line Manager
2. Clean all office accommodation and other areas within the Centre's offices and buildings, including the emptying of bins and other receptacles, machine polishing and cleaning all floors, floor coverings and furnishings, walls, windows, frames and surrounds, lamps, staff tea room and toilets within the area. Ensure all areas are free of cobwebs and dust paying special attention to the motion detectors in the visitor centre
3. Clean Limekiln daily and at discretion of the line manager clean hides and other general duties as required
4. Ensure that the toilet disposables are replenished when necessary
5. Work in an efficient and cost effective manner, minimising waste
6. Maintain stock levels, support the policy of the WWT in its promotion of an environmentally aware cleaning operation and ensure any problems in the visitor areas are brought immediately to the attention of Line or Duty Manager
7. Clean outside sink units daily, empty bins associated with this area at regular intervals, replenish soap and hand towels and ensure the area is litter free at all times
8. Report any faults /defects to your Line Manager or Duty Manager on a daily basis

9. Operate machinery and carry out your work safely. Observe and apply WWT Health and Safety regulations at all times
10. Ensure the safety, welfare and enjoyment of the visiting public

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

---

**Date raised:** February 2012

**Date Amended:**

## Person Specification

### 1. Qualifications

**Essential:**

- Good basic education to GCSE standard or equivalent (D-G)

**Desirable:**

- Operating machinery (trained in maintenance)

### 2. Experience

**Essential:**

- Previous cleaning experience

**Desirable:**

- Experience with commercial cleaning organisation
- Wooden floor maintenance and floor buffing machine experience

### 3. Managerial & Supervisory

**Essential:**

- No supervisory or managerial responsibilities

Type of staff	Number managed	Number supervised
Permanent Staff	0	0
Volunteers / Casual Workers	0	0

### 4. Responsibility

**Essential:**

- Adhere to Health and Safety regulations to ensure the safety and welfare of colleagues and visitors
- Maintain a clean, tidy and presentable centre at all times
- Ensure cleaning chemicals are stored in accordance with the COSHH legislation in the designated storage areas

### Levels of financial responsibility

Type of Responsibility	Level (£)
Expenditure (exc payroll)	0
Cash Handling	0
Assets (required for job, exc buildings)	Up to £10K
Visitors (per annum)	0

## **5. Creative Ability**

### **Essential:**

- Ability to use initiative by raising any problems or issues with the appropriate manager

## **6. Contact**

### **Essential:**

- Working closely with other members of the cleaning team
- Ad-hoc contact with visitors to the centre

### **General Notes**

This position requires a flexible approach to working hours to cover special projects or events