WWT Wetlands for life

Job Description

Facilities Assistant

Grade: 4

Centre: London Wetland Centre

Directorate: Centre Operations

Reporting to: Buildings and Technical Supervisor

Main function of the post: To carry out general cleaning duties throughout the Centre ensuring standards of cleanliness meet agreed standards. Assist buildings and maintenance team with tasks around site, taking on duty technician role where needed. Responsibility for opening and un-alarming the centre in preparation for daily operations.

Supervisory responsibilities: None

Responsibilities of the post:

- Responsible for cleaning all public areas, permanent and portable buildings and surrounds including approaches, entrances, stairways, passages, toilets and inside windows, etc in accordance with area cleaning schedules issued by Line manager
- Share responsibility with Grounds and Reserve team cleaning hides and other general duties as required
- Clean all office accommodation and other areas within the Centre's offices and buildings, including the emptying of bins and other receptacles, polishing and cleaning all floors, floor coverings and furnishings, walls, windows, frames and surrounds, lamps and all cloakrooms and toilets within the area. Keep telephones clean for hygiene purposes
- Responsible for opening the centre and deactivating the Centre's alarm in the morning ensuring the security of the centre at all times
- Assist buildings and maintenance team with tasks around the site, such as painting, fixture replacement, general maintenance, technical maintenance
- Provide cover for the duty technician role periodically throughout the week, being the point of call for center operations to resolve maintenance problems across site as well as technical issues.

- Complete seasonal deep clean activities, using applicable PPE and machinery with proper regard to safety regulations, use all tools safely and correctly and observe and apply Health and Safety regulations at all times.

- Share responsibility, at discretion of the line manager for cleaning rain shelters and other general duties as required

- Undertake any H&S training as required by the buildings manager.

- Responsible for ensuring all toilet disposables are replenished when necessary, daily check list and toilet check lists are completed.

- Maintain stock levels and ensure any problems in the visitor areas are brought immediately to the attention of Line or duty manager

- Interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands

- Outside litter bins are emptied at regular intervals to ensure the grounds are litter free at all times

- Be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.

- Be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.

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

Date raised: June 2021 Date-amended: N/A

Person Specification

1. Qualifications/Training

Essential:

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

Desirable:

- C&G NVQ Level 2 or equivalent experience of a maintenance related trade (joinery, plumbing, building work etc.)
- Floor care training
- Customer care training

2. Experience

Essential:

- Substantial cleaning experience – preferably in a visitor facing environment.
- Use of practical maintenance skills to a professional standard

Desirable:

- Experience within a commercial cleaning organisation
- Experience of key holder responsibility
- Experience of record management
- Experience of stock maintenance

3. Managerial & Supervisory

Essential:

- No supervisory or managerial responsibilities

Type of staff	Number managed or supervised
Permanent Staff	0
Supervised / Managed	0
Volunteers / Casual Workers	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 and grounds at all times
- Alarm code and key holder responsibility for opening the centre
- Ensure cleaning chemicals are stored in accordance with the COSHH legislation in the designated storage
- Maintain safety across the site as Duty technician, any problems to be made safe as a minimum / resolved if able

Levels of financial responsibility

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

5. Creative Ability

Essential:

- Ability to use initiative by raising any problems or issues with the appropriate manager
- Ability to prioritise daily tasks, particularly when working in the duty technical role
- Ability to resolve maintenance issues where needed

6. Contact

Essential:

- Working closely with other members of the cleaning team.
- Able to communicate effectively with other departments in the duty technician role
- Ad-hoc contact with visitors to the Centre – showing excellent customer service.

General Notes

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