



JOB DESCRIPTION

Job title:	Cleaner
Location:	Any Northampton Leisure Trust Facility
Salary:	£15,216 per annum – NOTE: £8.91 per hour aged 23 and over
Responsible to:	Duty Supervisor / Leisure Centre Supervisor

JOB PURPOSE

To ensure the effective and efficient operation of cleaning services at any Trust operated site.

To provide excellent levels of customer service to centre users at all times.

MAIN DUTIES AND RESPONSIBILITIES

1. To carry out general cleaning duties as scheduled, including dusting, sweeping, vacuuming, mopping, scrubbing, toilet cleaning, carpet cleaning, emptying and cleaning of bins.
2. Report to the Duty Manager/Supervisor any maintenance or general housekeeping requirements such as light bulb replacements, broken fixtures/fittings etc.
3. Deal with any cleaning or housekeeping concerns raised by customers speedily ensuring excellent levels of customer service at all times.
4. Completion of necessary documentation in relation to work carried out.
5. Ensure that all Health and Safety codes of practise are complied with and adhered to, including, COSHH regulations and Risk and Manual Handling Assessments.

6. Wear protective clothing and equipment at all times when dealing with hazardous materials/chemicals.
7. Report any incident/accident to the Duty Manager/Supervisor
8. Undertake ongoing training as appropriate to enhance knowledge, skills and experience.
9. To comply with Northampton Leisure Trust Policies and Procedures at all times.
10. To undertake any other duties appropriate to the post as required.

PEOPLE AND RESOURCES

- Post holder reports to Duty Supervisor and Leisure Centre Supervisor.
- Cleaning is carried out whilst the leisure facilities are open to the general public and the post holder is required to provide excellent levels of customer service at all times.
- Post holder is responsible for the safe use and storage of equipment and chemicals required to carry out cleaning whilst on duty.
- Required to report any defects to the Leisure Centre Supervisor or Duty Supervisor immediately.

JOB DEMANDS

- Physical demands including bending, lifting using a range of cleaning machines and heavy duty scrubbing.
- Excellent attention to detail
- Ability to deal with staff and general public in a professional and helpful manner
- Flexibility to work additional/alternative hours to cover functions/special events

PERSON SPECIFICATION

	Essential/Desirable?		Methods of Assessment			
	E	D	Application	References	Interview	Other
KNOWLEDGE						
Knowledge and experience of building cleaning practices	E		✓		✓	
Previous experience of working in a similar cleaning role		D	✓		✓	
Knowledge and understanding of Health & Safety, COSHH and Risk Assessment		D	✓		✓	
Have an understanding of equality and diversity	E		✓		✓	
Knowledge of building cleaning machinery		D	✓		✓	
Knowledge of safeguarding and best practice		D	✓		✓	
SKILLS			Application	References	Interview	Other
Excellent communication and customer care skills	E		✓		✓	
Able to work within a team or on own initiative	E		✓	✓	✓	
ATTRIBUTES			Application	References	Interview	Other
Friendly and professional manner	E		✓	✓	✓	
Flexible approach to work	E		✓	✓	✓	
Attention to detail	E		✓		✓	
Reliable	E		✓	✓	✓	