



JOB DESCRIPTION

Title:	Visitor Service Host: Cleaner
Reports To:	Domestic Services Co-ordinator
Salary:	£10.50
Holiday:	Pro rata per hours worked.
Hours of Work:	Monday to Sunday 9 – 11am

Key Purpose of Role

To ensure that the attraction and its facilities are regularly cleaned and that the attraction including office areas and toilets are presented in a respectable state for both staff and visitor use alike.

Key Tasks *

**Please note that a more in-depth task list with individual room requirements will be provided upon induction.*

Attraction – Visitor Area

1. Ensure that all floor surfaces (including stairs) are swept, hovered and mopped (where applicable).
2. Ensure that all glass items (cases, mirrors, windows etc...) are cleaned.
3. Ensure that all surfaces are polished using the correct materials.
4. Ensure that the public toilets are cleaned.
5. Ensure that the public toilets are stocked with consumables.
6. Empty all bins.

Courtyard and Alleyway (Barley Hall only)

7. Ensure that the courtyard is swept.
8. Ensure that the courtyard is free of litter.
9. Ensure that the alleyway is swept
10. Ensure that the alleyway is free of litter.
11. Ensure that the alleyway is hosed when necessary

Staff Area

12. Ensure that all desks and computer monitors are polished.
13. Ensure that all bins are emptied.
14. Ensure that all floor surfaces (including stairs) are swept, hovered and mopped (where applicable).

General

15. To undertake and attend any training that is required and identify any training needs to the line manager.
16. To ensure compliance with Health & Safety, Environmental Health and other legislation, e.g. COSHH and PEP.
17. To offer high standards of customer care at all times, ensuring a courteous, efficient and helpful service to the public, dealing with queries in a positive manner.
18. Inform the Domestic Services Co-coordinator of low cleaning consumable stock levels.
19. To participate fully in the training programme as specified.
20. To attend any meetings / training sessions outside business hours as specified by management.
21. To carry out any other duties of a similar nature as may be reasonably requested by the management.