

ROLE PROFILE & PERSON SPECIFICATION

CLEANER (LEISURE CENTRE)

1. AT A GLANCE

FOCUS	ROLE SUMMARY	REQUIREMENTS
<ul style="list-style-type: none"> • Customer Service • Cleanliness 	<ul style="list-style-type: none"> • Excellent customer service throughout Centre • Centre is presentable, maintained and clean • Health and Safety • Assisting Manager/Supervisor when required • Preparation of areas and equipment as appropriate 	<ul style="list-style-type: none"> • Excellent customer service skills • Attention to detail • First Aid certificate (desirable)

2. RESPONSIBLE TO: The Leisure Centre Supervisor

3. PRINCIPAL RESPONSIBILITIES:

- Responsible for the provision of excellent customer services and the day to day operation of the centre, including cleaning and maintenance, through excellent practices

4. SPECIFICALLY

- Cleaning of all equipment, changing rooms, toilets and sweeping duties of all areas inside the Leisure Centre and surrounding pathways and car park area as appropriate. Removal of all rubbish, furniture and equipment, including bulky and heavy objects as necessary
- Use of appropriate machinery and chemicals following training. Attendance at training sessions as required on COSHH, electrical safety and equipment use. Use of appropriate safety signs for all cleaning tasks
- Checking of all equipment before use on a daily basis. Responsible for daily check of cleaning store cupboard
- Cleaning of female and male toilets and changing areas, replacing hand soap, toilet rolls and towels as necessary
- Reporting any faults or damage to the Leisure Centre Supervisor
- Cleaning of the reception area and bar if appropriate, by specific times, to include glass windows and door panels

- Removal of litter, chewing gum and other rubbish as required
- Machine cleaning or hot spot moping of corridors, to include all glass panels, vending machines as required
- All stairs and corridors to be hovered and hot mopped as required to include cleaning of ledges and radiators
- Skirting areas to be cleaned with hot soapy water
- Removal of all rubbish from tops of lockers in fitness room. Wash with hot soapy water as required
- Total clean of sauna/sunbed area as specified, including shower and mirrors
- Bins to be emptied each day as required, black sacks replaced and all sacks to be removed to the bin store
- Tops of all bins to be wiped clean with hot soapy water
- Bin store to be cleaned and emptied as required
- To ensure that all cleaning duties are performed with a view to maintaining the highest possible standards
- Carry out all duties with due regard for Health and Safety requirements and regulations, the Society's Equal Opportunities policies and Customer Care standards
- To undertake all other duties as directed and commensurate with the level of the post
- All pathways and bins to be cleaned and left tidy before the Centre opens for business
- Clearance of the car park area required as appropriate

4.1 Personal

- To identify and communicate to the Leisure Centre Supervisor any future training and developmental needs

5. PERSON SPECIFICATION

THE AIM OF GLL IS TO RECRUIT PEOPLE NOT JUST FOR JOBS BUT FOR LONG TERM CAREERS. WE WANT "BETTER PEOPLE" WITH THE RIGHT GLL BEHAVIOURS TO SUPPORT OUR BUSINESS AND WHO WILL GROW WITH US AND "ACHIEVE MORE"

FOR THESE REASONS, WE LOOK FOR EVIDENCE OF THE FOLLOWING BEHAVIOURS IN ALL POTENTIAL AND EXISTING STAFF LOOKING FOR APPOINTMENTS OR PROMOTIONS:

BELIEVE

- Demonstrates self-belief
- Shows integrity
- Committed to service excellence
- Engages with 4 pillar values

ACT

- Continuously developing
- Results driven
- Positive 'can-do' attitude
- Makes a difference

ENGAGE

- Team player
- Great communicator
- Leads and inspires others
- Cares about our communities