

Role profile

Job Title:	Team Member - Cleaning
Location/coverage:	Milestones Museum and Basing House, Basingstoke
Line Manager:	Head of Operations
Salary:	£17,048 FTE per annum (2018/19 rate)

Purpose of role:

As a Cleaning Team Member you will provide an excellent service to customers and deliver high standards of cleanliness across both venues. You will ensure standards of delivery are in accordance with HCT working practice, policies and objectives.

Main Responsibilities:

Cleaning

- Undertake all cleaning duties, efficiently and effectively, as designated, to provide high standards of cleanliness throughout the venues.
- Have a proactive approach to reviewing and maintaining good standards of cleanliness throughout the venues at all times.
- Ensure cleaning materials are used in accordance with COSHH regulations.

Site and Facilities

- Ensure contents and premises are safe and secure, follow operation procedures to ensure security and safety.
- Support the caretaker with periodic statutory checks.

Customer service

- Deliver high standards of customer service at all times providing a positive customer experience.
- Effectively work with colleagues and build positive working relationships for the benefit of the team and customers.
- Comply with health and safety regulations to ensure safety of colleagues and customers.

Reporting

- Complete mandatory records as required by HCT (Cleaning records, report maintenance issues and Health and safety documentation)
- Report hazards and defects observed in the workplace and Report any accident, injury or near misses

Other duties

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder must be willing to undertake duties outside normal working hours.

Corporate and statutory initiatives - equalities/health and safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met
- Comply with health and safety, equalities and environmental sustainability guidance and working practices
- Undertake appropriate training and development

Key competencies of role:

- Deciding and Initiating Action
- Working with People
- Applying Expertise and Technology
- Planning and Organising
- Delivering Results and Meeting Customer Expectations
- Following Instructions and Procedures

Person Specification (competence requirement):

Essential qualifications

- Educated to GCSE level, including Maths and English or NVQ Level 1 and relevant experience

Essential knowledge, skills and experience

- Previous experience of cleaning
- Capable to operate heavy duty cleaning equipment
- Ability to work on own initiative or as directed
- Good communications skills to interact with customers, colleague and volunteers

Desirable qualifications, skills, knowledge or experience

- Health and Safety Courses attended
- NVQ Level 1 Cleaning

Working Conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Manual Handling of objects of weight 10kg+ on a daily basis
- Using Display Screen Equipment – Desktop PC and Laptop
- Working with food, food handling



- Wearer of Personal Protective Equipment
- Driving own vehicle for work purposes
- COSHH (Control of Substances Hazardous to Health) – Biological: waste
- COSHH (Control of Substances Hazardous to Health) – Chemical: Regular contact with any chemicals including cleaning chemicals