

Cleaner – Role Specification

Line Manager : Cleaning Manager

Hours: Variable. All members of the Minack team are required to work weekends and some evenings.

We only generally have one cleaner on site at any one time. The role is supervised by the Duty Manager.

The key responsibilities are:-

1. Ensuring the toilet facilities are cleaned in line with protocols and risk assessments.
2. Ensuring all toilet facilities are well stocked.
3. Cleaning of all internal areas of the site including the offices and staff areas at Pol Minack.
4. Emptying of bins across the site and ensuring litter is disposed of in line with the Minack's waste disposal policy.
5. Litter picking across the site and the surrounding area.
6. Cleaning of public handrails across the site.
7. Cleaning of the dressing rooms.
8. Ensuring the external areas of the site including picnic areas are kept clean and tidy.
9. Ensuring all paths and walkways are swept and kept clear.
10. Providing visitors with information about the Minack and directions to all parts of it.
11. Assisting with the carrying of stock across the site.
12. Dealing effectively with members of the public to ensure their safety and that of others while on site.
13. Any other duties as may be requested by the Head of Gardens and Grounds, Cleaning Manager, Duty Manager or member of the Senior Management Team.

A key element of this role is to offer friendly and courteous service to visitors at all times.

In addition, as with all roles at the Minack, you must be conversant with the Minack's Health & Safety and Evacuation Policies. You will be provided with the appropriate uniform and safety footwear: these must be worn for activities as directed by the Cleaning Manager or the Duty Manager.

Role Specification

Essential:

- Ability to work as part of a team
- Ability to work under pressure in a customer facing environment
- Cleaning experience to a high standard
- Reliable and punctual
- Good oral skills in English
- Willingness to work flexible and unsociable hours

Desirable:

- Cleaning experience in a public environment.
- Experience and skill in dealing with the public
- Previous experience within a visitor site.
- Interest in cultural events.