



Pillgwenlly Millennium Trust Ltd

Casual Cleaning & Facilities Assistant

The Pill Millennium Centre is the hub for the local community of Pillgwenlly. We are a place where people of all different social classes, races, religions, culture and ages come together to take part in sports, recreation, educational and cultural activity. The Centre is fundamental to the health and wellbeing of the local community and we aim to overcome the inequalities faced by people within our community.

Advert

We are looking to recruit a Casual Cleaning & Facilities Assistant. You will be part of a great team whose focus is the provision of a safe, clean, welcoming and useful community space where we and our partners can host a wide range of services and activities such as sports, exercise, education, training, employment support services and much more.

You need to be an individual that has a drive and passion for working in a sporting and leisure environment and who is committed to the provision of excellent customer service.

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| Role: | Cleaning & Facilities Assistant |
| Location: | Pill Millennium Centre (Pill Mill) |
| Responsible To: | Centre Manager / Senior Recreation Assistants |
| Responsible For: | N/A |
| Hours: | Casual – hours will vary each week |
| Working Hours: | The post will require the post holder to work flexibly including early mornings, evenings and weekends on a regular basis. This post holder will primarily cover afternoon, evening and weekend shifts. |
| Pay: | £9.90 per hour |

Job Purpose:

To play a part in the day to day operation of a thriving community and leisure facility based in the heart of Pillgwenlly, Newport. You will be responsible for the completion of all of the hands-on operational duties that are required to ensure the provision of a safe, clean and welcoming facility. You will be committed to, and will play a key influencing role in, maintaining the high standards and comprehensive operational procedures in place.

Key Responsibilities:

- General cleaning duties inside all areas of the Centre as per the Centre cleaning operational procedures and manager instruction.
- To oversee the effective completion of the Cleaning Schedule tasks by ensuring that all tasks are completed as required and are signed off accordingly.
- To safely set up activities in line with the requirements outlined on the booking system, in the correct rooms, at the correct times. This includes physical manual handling of sports equipment, tables and chairs.
- To safety check all equipment that is being used, before and after use, to ensure that it is safe to be used.
- Identifying and reporting any defects, breakages and faults.
- Safely storing equipment in its correct space.
- Build a relationship with Centre customers to ensure that a quality service is given.

- Assist in the promotion of the Centre and its services by maintaining a high standard of dress and appearance at all times and responding positively to all customer enquiries to encourage sales and repeat custom.
- Ensure a high standard of accuracy and clarity when completing paperwork and ensure that relevant information is shared to the Centre Manager and other staff members.
- Participate in all necessary external and internal training as required by the Centre Manager.

Additional Responsibilities (to be carried out as and when required):

- Supervise the conduct of the public in all areas of the Centre to safeguard the enjoyment of all Centre users.
- To manage the reception area by allowing access and exit to and from the building and greeting and dealing with customer enquiries.
- Regularly monitor the Centre both internally and externally, particularly unsupervised areas of the Centre, to avert vandalism and prevent misuse of damage to the Centre and equipment.
- Undertake any other duties as directed by the Centre Manager.

| Person Specification | |
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| Education and Training | Essential or Desirable |
| Good basic literacy and numeracy skills | Essential |
| Possess 3 GCSE passes or equivalent level qualification | Desirable |
| Experience | Essential or Desirable |
| Previous experience of working in a cleaning role | Essential |
| Knowledge of the duties of a cleaner for a large premises | Desirable |
| Knowledge, Skills & Abilities | Essential or Desirable |
| Demonstrate good communication skills – both written and verbal | Essential |
| Knowledge of health and safety considerations relating to cleaning | Desirable |
| Able to follow Health and Safety practises, standards expected in terms of cleanliness and hygiene, including knowledge of COSHH | Desirable |
| Be able to work well both as an individual and as part of a team | Essential |
| To be organised and systematic and to be proactive in managing daily tasks and workloads | Essential |
| Self-management skills to proactively ensure the efficient use of your own time without supervision or direction from your manager | Essential |
| Values and Behaviours | Essential or Desirable |
| A person who is committed to the aims and principles of the Pillgwenlly Millennium Trust Ltd and able to demonstrate this in everything they do | Essential |
| A dynamic individual with a 'can do', results driven approach and attitude | Essential |
| Demonstrates trust, openness and respect in dealing with people | Essential |
| Flexible approach to tasks and workload | Essential |
| Cares about our community | Desirable |
| Other | Essential or Desirable |
| Ability to work flexible shift patterns e.g. afternoon shifts, evening shifts and weekends | Essential |
| Be physically able to undertake all aspects of the role – to include lifting and carrying. | Essential |

We also need you to be:

- Comfortable with working in an agile environment, with a focus on 'getting the job done'.
- Actively anti-racist and tackle all types of discrimination, not just for customers, but for our colleagues and partners, welcoming and celebrating difference.
- Possess a 'can do' attitude and actively contribute to creating an awesome Pill Mill culture.

We ask all employees to:

- Keep up to date with changes in systems, policies, procedures and working practises.
- Take ownership for your personal safety and that of those around you.
- Contribute to a happy and positive workplace.

* This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.