

Weekend Cleaner-Caretaker

Responsible to	General Manager
Responsible for	No direct reports
Grade	B
Location	Hartcliffe City Farm

Purpose

To clean the site and facilities, prepare spaces for hire and to secure the site at the end of the day.

Main duties and responsibilities

Cleaning and caretaking

- ◆ Clean the facilities (playful barn, community kitchen, volunteer room, public areas and toilets) to a good standard (eg clean floors, windows, surfaces, pick up litter, empty bins).
- ◆ Clean and re-stock toilets (eg toilet paper, soap)
- ◆ Ensure that there are adequate supplies of cleaning materials and that cleaning equipment is well-maintained and in good order.
- ◆ Open and close premises as required.
- ◆ Ensure alarm and heating systems are set and functioning.
- ◆ Maintain Health and Safety records (eg COSHH, ticksheets and accident books).

Room Hire

- ◆ Support the delivery of the room hire service (setting out furniture, responding to requests).
- ◆ Introduce visitors to housekeeping arrangements (eg fire procedure, facilities).
- ◆ Ensure a hospitable environment and good customer experience in room hire.
- ◆ Clean and tidy rooms between bookings.
- ◆ Act as a source of information to visitors on site (eg general public, access for contractors or specialist services).
- ◆ Respond to urgent situations (eg spills and breakages, last-minute changes).

General

- ◆ Due to the nature of the city farm there may be times where this post will need to support the farmers. For example, feeding, locking up and maintaining the welfare of the animals.
- ◆ Work within and to promote the aims and objectives of the City Farm, and to present a positive image of the Farm to the public.
- ◆ Abide by the City Farm's policies.
- ◆ Carry out any other duties commensurate with the responsibilities of the post, as required.
- ◆ Take part in Farm events where required.
- ◆ Attend required training and regular refresher training.

It is the nature of work of within this team that tasks and responsibilities are, in many circumstances unpredictable and varied. All staff are therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description have to be undertaken.

The nature of work at WHCF and working with volunteers and the general public requires a flexible approach to hours of work including evening and weekend working. As a small team it is essential that everyone could, if required, handle all routine day-to-day tasks.

Person Specification

Essential

- ◆ Experience in cleaning to a high standard, preferably in a public environment.
- ◆ Able to prioritise tasks and to work efficiently with time constraints.
- ◆ An eye for detail and a sense of pride in cleaning well.
- ◆ Ability to provide good levels of customer service.
- ◆ Ability to handle a range of physical work including carrying furniture.
- ◆ A proven ability to work flexibly and as part of a team.
- ◆ Able to operate on own, using initiative to solve problems arising from workload.
- ◆ Positive attitude and drive to make spaces attractive for staff and customers.
- ◆ Experience of working with a wide range of people from a variety of backgrounds and ages.
- ◆ Working knowledge of health and safety principles and willingness to be trained further.
- ◆ A clear commitment to Equal Opportunities perspective in all areas of work.
- ◆ The post is subject to a DBS check.

Desirable

- ◆ Ability to communicate with visitors in a confident, friendly manner.
- ◆ Qualification to level 3 in cleaning
- ◆ Basic computer skills (eg email, checking bookings)
- ◆ An interest in the aims and mission of the Farm.
- ◆ Strong ties to Hartcliffe or nearby neighbourhoods.