Reporting to- Cleaning Supervisor

Department – Cleaning

**Contract Type- Casual**

Cleaner (Casual)

Principle purpose of the role

* To assist in maintaining the facilities of the centre for visitors, artists and staff in order that they are kept in a safe and clean operating condition; and that the centre is presented to the highest standard.
* Maintaining a preventive cleaning program; and resolving immediate operational and/or safety concerns.

Planning and delivery

* Keep all the facilities and resources clean and tidy, including dealing with incidents and accidents promptly and efficiently.
* To work as part of the cleaning team to ensure a safe, responsive, accurate and efficient cleansing service for all events and activities promoted by Lighthouse.
* Assist with the careful movement and storage of all furniture and equipment throughout the facility.
* Work as part of the operations team offering support with broader front of house duties as required.
* Maintain and manage accurate maintenance/cleaning records where required.
* Respond to cleaning requests in a timely and friendly manner. Keeping the relevant staff updated of progress and seeking to resolve matters in the most efficient and effective manner.
* Report larger maintenance concerns to Cleaning Supervisor/Technical Manager, highlighting any health and safety issues as a priority and as well as issues that directly impact our visitors.
* Assist in monitoring and/or controlling cleaning records and/or supplies.
* To ensure the safety and proper use of the centre’s cleaning equipment and materials.

Communication

* Maintain and develop good contacts and working relationships with colleagues, customers, artists, contractors, suppliers, stakeholders and external organisations in order to promote the value of the work we deliver.
* To work as part of the Operational team, contributing to the achievement of a friendly, welcoming and professional environment that helps to contribute to the achievement of organisational goals and raise and maintain consistent standards of delivery.
* To attend regular team briefings and actively contribute to operations meetings, as and when required.
* Review and act upon customer feedback, implementing changes to ensure ongoing customer satisfaction.

Health & Safety

* Adhere to health and safety legislation and Lighthouse’s policies and procedures.
* To minimise the Trust’s environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers and equipment when not in use. Helping to reduce paper waste by minimising printing/copying.

Diversity

To be aware of and embrace the EDIB culture at Lighthouse at all times.

Values

Work to and promote the Lighthouse values of being Aspirational, Welcoming & Excellence.

Any other duties as may be reasonably required.

**Personal specification**

**Essential**

* Health and safety
* Ability and willingness to develop excellent customer service skills.
* Experience of managing a cleaning operation
* Experience of supervising a team.

**Desirable**

* Experience in a customer focussed environment.
* An interest and knowledge of the theatre.
* Knowledge and passion for the Arts.

**Competencies and Skills**

* Achieving Results - actively contributes to organisational success at various levels.
* Attention to Detail - supports quality through accuracy and efficiency.
* Customer Orientation - positively influences customer opinions and behaviours.
* Safety Orientation - actively considers the safety and wellbeing of self, customers and staff.
* Managing Others – motivates people to increase performance and achieve job satisfaction.

Time Management – plans and exercises control over time allocated to activities.

**Personal characteristics**

* Positive and helpful attitude.
* Flexibility, dedication, and commitment.
* Willingness to learn new skills and activities.
* Ability to work and contribute as a member of a team.
* Excellent communication and interpersonal skills.
* Works well under pressure and to deadlines.
* Understands the importance of good internal and external customer relations.
* An excellent eye for detail and a commitment to excellence.
* High dress & appearance standards and excellent time keeping.
* Reliable and takes a positive and enthusiastic approach to work.

Ability to work weekends and evenings.