



Job Outline: Cleaner

Salary Grade: 13

1. The Company

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

2. Our Culture

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure makes a positive difference by:

welcoming **all**,
each one of us caring **about what we do**,
being passionate **about how we do it**,
and feeling proud **of what we achieve**.

3. The Job

As a Cleaner, you are responsible for delivering a great service to our customers. Great service - it's all about the customer and providing them with a clean, safe, welcoming venue that is ready to use. This is a really hands-on role and it goes without saying you don't mind getting dirty, you're a natural people person with a passion for customer service and attention to detail.

4. The Team (it may include, but not specific to each venue)

- Leisure Manager
- Operations Manager
- Duty Managers
- Specialist Maintenance staff
- Supervisors
- Gym Supervisor & Instructors
- Membership Advisors
- Receptionists
- Admin Officer & Assistant
- Leisure Attendants
- Cleaning Supervisor & Cleaners

- Soft Play Supervisor & Assistants
- Swim Co-ordinator & Teachers
- Dive Co-ordinator & Dive Coaches (RCP specific)

5. Your Ability – Key Skills and Qualifications

- Numeracy – able to count
- Literacy – able to read, interpret and understand written documents
- Computing - able to use a PC
- Communication - able to retain and communicate a large amount of information
- Ability to multitask while under pressure and balance conflicting demands e.g. deal with a customer query while completing an equipment set-up
- Ability to learn how to use technical systems (e.g. 2-way radios, emergency alarms, specialist cleaning equipment, photocopier)

6. What the job involves

Full training and induction will be given, and there will be regular ongoing training to support you in the role. Once trained, we will expect you to deliver the following:

Meet and greet

- Acknowledge every person who comes into your venue with a smile and welcome
- Interact with your customers in a positive and helpful manner
- Show customers around your venue

Service Delivery

- Follow task sheets for each shift to ensure effective contribution to the presentation of the venue and grounds, which will include:
 - Ensuring that the venue and grounds are clean at all times i.e. toilets, changing rooms, windows, etc. Some work may be required to be carried out working on hands and knees.
 - Ensuring that equipment is set up correctly, in full working order and according to customer needs
 - Ensuring that the venue is operating correctly, i.e. lights working, showers working, equipment working etc.
 - Ensuring that consumable items are correctly stocked, i.e. toilet paper, paper towels etc.
 - Ensuring that safety checks are carried out, i.e. checking fire extinguishers, alarms, first aid bags etc.
 - Responding to requests for help from colleagues and customers
 - Respond to customer complaints or suggestions and if you are not able to resolve them refer them to the correct person
 - Disposal of bio-hazard waste.
- Support the whole team in the delivery of events within the venue

- At all times be proactive to resolve any issues, making sure areas are clean and set up correctly

Health & Safety

- Take an active role in the duty of care to yourself and customers – take action if you see a potential hazard
- Employees are expected to co-operate with Edinburgh Leisure to enable it to carry out its health and safety duties and responsibilities.
- Understand and fulfil your role (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Your venue's Emergency Action Plan (EAP)
 - Your venue's Normal Operating Plan (NOP)
- Ensure that the venue and grounds are clean, tidy and presentable
- Supervise customer use of safety critical areas, such as the changing village and entrance to the venue

Provision of Information

- Keep up to date with your venue and Edinburgh Leisure products, activities and campaigns
- Respond to customer enquiries – in person
- Respond to customer complaints or suggestions and if you are not able to resolve them refer them to the correct person
- Update and share information with colleagues and customers
- Operate equipment such as 2-way radios, specialist cleaning equipment and customer PA system

Other

- Follow Edinburgh Leisure's procedures (e.g. lost property, HR policies, personal presentation)
- Contribute to the continuous improvement of your venue's performance and ways to improve customer service
- Do stock checks and log stock in and out of your venue
- Contact external contractors regarding services – such as vending company
- Continue to develop yourself by attending regular training and completing an annual personal development plan

Development Opportunities

- Update venue information on the website
- Take a lead in the design of Customer Service Week or other venue initiatives
- Be a welcome host and/or shadow partner for your venue
- Provide mentoring and support for your colleagues
- Take responsibility for the layout and presentation of your venue
- Cover for other roles in the absence of your colleagues to develop your own skills (e.g. swim teacher, leisure attendant, gym, act up, reception)
- Support your manager with outreach work in the community
- Staff Representative
- Reception duties (see Reception Job Outline for more detail)

- Operate Building Management Systems appropriate to venue (e.g. pool plant systems)
- Cleaning Champion

7. Behaviours

The booklet 'Working with Us' outlines the behaviours that we are all expected to demonstrate. The key behaviours that you need to do well in this role are:

Communication:

- Actively listens carefully and asks questions to check understanding
- Speaks to customers and colleagues in a friendly, welcoming, positive, caring and helpful manner
- Completes forms neatly, accurately and promptly

Teamwork:

- Makes an effort to get on with others
- Knows what their team aims to achieve, their role and the part they play
- Takes an active and positive part in the activities of the team
- Contributes ideas for improvements & developments to the working of the team
- Positively represents Edinburgh Leisure when problems arise
- Supports people in difficult situations and if things go wrong

Problem Solving & Decision Making:

- Follows procedures and uses some flexibility to interpret them to deliver great customer service
- Understands and considers the effect of their decisions
- Asks others for advice and guidance when it is appropriate to do so
- Identifies problems at an early stage
- Suggests solutions to resolve problems

Creativity & Innovation

- Contributes ideas and suggestions for improving and developing customer services
- Is open to do things a new way

8. Demands

Physical Demands:

This role requires a good level of general fitness and will involve standing, walking, bending, kneeling, lifting and carrying. You are expected to work as part of the venue team and this role involves cleaning and equipment set-up, some of which can be heavy.

Mental Demands:

This role requires alertness as you are expected to meet and greet all customers to the venue with enthusiasm. You need to be alert to your surroundings and identify areas that require cleaning. You need to be able to respond quickly and effectively in all your duties, being aware of time and the need to complete tasks on schedule.

Emotional Demands:

This role involves working with the public, often as the first point of contact. The vast majority of our customers are happy to be there and a delight to serve. There are some people who will be more challenging and you need to be able to deal with more challenging behaviour in a calm and professional manner.

Environmental Demands:

This post works with a number of different roles to help deliver a great experience for our customers. The environment can be busy and noisy, especially when there are large groups. You will be expected to clean unpleasant and dirty areas at times, while maintaining a tiny and pleasant leisure venue for customers and staff. You may be required to use various hazardous chemicals at times. You won't have time to be bored!

9. Disclosure

This post has been assessed to require a Basic Disclosure.