

Job Description



Job Title: Cleaning and Maintenance Officer

Weekly Hours: 15

Based At: Plumgarths Kendal

Reports To: Head of IT and Facilities

Job Purpose:

To ensure that the Trust's premises and pool vehicles are kept satisfactorily clean and in a good state of repair.

Special Features of the Role:

Main Responsibilities and Accountabilities:

Cleaning: Ensure that the building, including bathrooms and kitchen areas, is kept clean at all times; maintain suitable levels of cleaning materials and other housekeeping supplies.

Maintenance: Carry out routine internal and external building maintenance work and fulfil maintenance requests at all Trust locations, including Carlisle and South Walney. Regularly check and maintain emergency exits to ensure that they are safe and free from slip, trip and fall hazards.

Trust Vehicles: Periodically check and clean Trust pool vehicles and report any faults to the Head of IT and Facilities

Meeting rooms: Ensure meeting rooms and the conference kitchen are tidy and laid out as specified for each group.

Heating and lighting: Adjust central heating boiler settings to suit requirements.

Security: Respond to security alarm call outs where possible out of office hours.

Supporting the Trust

Be proactive in increasing the Trust's membership.

Raise the profile of Cumbria Wildlife Trust.

Seek to raise increased funds for the Trust.

Develop and participate in educational aspects of the Trust's work including events, guided walks and illustrated talks.

Any additional duties as outlined in the Annual Work Plan and the Trust's Universal Work Plan.

Any other duties that may reasonably arise from time to time.

All tasks and responsibilities are to be carried out in accordance with the Trust's policies and procedures.

Date: May 2024

Person Specification

Post Title: Cleaning and Maintenance Officer

1 Qualifications & Experience:

The post holder will be expected to have qualifications and recent and relevant experience in the following areas:

		Essential	Desirable
1.	Previous experience in a cleaning and maintenance role	•	
2.	Proven track record of providing consistently good customer service	•	
3.	Excellent problem-solving abilities and able to keep to schedules	•	

2 Knowledge & Skills:

The post holder will have the following knowledge and skills:

		Essential	Desirable
1.	Knowledge of cleaning techniques and equipment	•	
2.	Excellent customer service skills	•	
3.	Attention to detail	•	
4.	Organisation and planning skills	•	
5.	Good communication and interpersonal skills	•	
6.	Liaising with and maintaining good relationships with external contractors		•
7.	Knowledge of building maintenance and repair techniques		•
8.	Full UK driving licence and access to own vehicle		•

3 Personal Qualities:

The post holder should possess the following:

		Essential	Desirable
1.	Enjoy providing excellent service to staff and visitors	•	
2.	Good timekeeping skills	•	
3.	Have a flexible approach and be able to respond to changing demands	•	
4.	Motivated by Cumbria Wildlife Trust's values and mission		•