

# Job Description



**Job Title:** Cleaning Officer

**Weekly Hours:** 15

**Based At:** Plumgarths Kendal

**Reports To:** Head of Facilities and Digital

## **Job Purpose:**

To perform cleaning duties of the offices, restrooms, and common areas at the Trust's premises at Plumgarths and maintain cleaning equipment and supplies, ensuring that are used efficiently.

## **Special Features of the Role:**

### **Main Responsibilities and Accountabilities:**

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.

Report any maintenance issues or hazards are reported to the Head of Facilities and Digital.

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

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

Follow all health and safety regulations to ensure a safe working environment.

Maintain cleaning equipment and supplies, ensuring they are used efficiently.

## **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: September 2024**

## Person Specification

### Post Title: Cleaning 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 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 suppliers |           | •         |
| 7. | Flexibility to work various shifts, including morning and evenings       |           | •         |
| 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            |           | •         |