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| Position: | General Operative |
| Hours: | FULL TIME 35 HRS P/W (ROTA BASIS) |
| Department: | St Dunstan's Enterprises |
| Responsible to: | Operations Manager / Duty manager -compliance |
| Salary: | £16,500 PA |
| Job Purpose: | To assist in the day to day operation of the facilities to provide a clean and well maintained environment and excellent customer service. |

Key Responsibilities (Core Duties)

- To ensure that the cleaning and set up practices comply with health and safety legislation.
- To ensure all areas of the facilities are continually maintained to a high standard throughout the day. Areas include changing rooms, meeting rooms, Main hall, Nursery and swimming pool area.
- To provide excellent customer service to all customers.
- To assist with the setup of events and regular hire as directed.
- To report any defects or safety issues to the Duty managers on shift and or Deputy Operations or Operations manager.
- To participate in relevant training for the duties of this post and to achieve the key objectives of College Hire.
- To support functions and events as directed by the Duty Manager - Events.
- To monitor cleaning stock and report to the Duty manager- Compliance any additional items needed

Person Specification

1. Flexible and able to work on a shift rota which will include evenings / weekends and bank holidays.
2. To work as part of a team but be self-motivated and use own initiative.
3. Customer Focused and committed to service.
4. To understand the need for continuous improvement and development.

Corporate Hire
Functions
Weddings & Events
Sports & Fitness Classes
Swimming School
5-a-side Football



St Dunstan's
— Enterprises —

| Measuring Criteria | <u>Desirable</u> <u>(D) /</u> <u>Essential</u> <u>(E)</u> |
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| <ul style="list-style-type: none"> • NVQ in cleaning • Training in COSHH | <u>D</u> <u>D</u> |
| <ul style="list-style-type: none"> • Experience in cleaning and maintaining public facilities / services • Commitment to delivering excellent customer service. • Able to work on a rota inclusive of evenings and weekends | <u>D</u> <u>E</u> <u>E</u> |
| <ul style="list-style-type: none"> • Flexible and able to work unsociable hours when required • Commitment to excellent customer care and service. • Able to work as a team member and also on own initiative | <u>E</u> <u>E</u> <u>E</u> |
| Others | |

These are the key tasks as currently defined; they are not listed in priority order and should not be taken to be so. The duties will be subject to periodic review and the potholder will be expected to take on such variations within the constraints and level of responsibility of the post.

Corporate Hire

Functions

Weddings & Events

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St Dunstan's Enterprises

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