

## ***JOB DESCRIPTION***

**Position:** CLEANING TEAM LEADER

**Department:** Park Operations

**Responsible To:** Cleaning Team Leader or in their absence the Head of Park Operations or Assistant Park Operations Manager

**Position Type:** SEASONAL



**Ref:** PO\_SCTL-0218

### ***What We're Looking For***

As a member of the Park Operations department you will join a dedicated team whose primary role is to ensure that the Park and its facilities are kept clean, tidy and serviceable at all times. The role covers the whole Park and you could be working in any area monitoring toilets, bins and general cleanliness. Presentation is everything at Paultons Park therefore you can expect to be involved in a variety of tasks ensuring we maintain our high standards. The cleaning Team are responsible for the cleaning of all public and staff areas which include; Toilet blocks, Buildings and offices, Rides and attractions, Seating areas, Theming and features, Grounds and signage. The role is very varied and you will be giving assistance to the Head of Park Operations and the management team to run the department as efficiently and economically as possible.

### ***What You'll Need***

- ✓ Previous experience in a customer service or cleaning environment would be advantageous.
- ✓ Ability to understand and implement instructions.
- ✓ The capacity to deliver good results within agreed timeframe and inspire others to focus on achieving good results and targets.
- ✓ Be able to work co-operatively and flexibly with colleagues and management.
- ✓ Be presentable at all times with the right 'can-do' attitude in order to deliver excellence.
- ✓ A full clean driving licence would be desirable.

### ***What You'll be Doing***

- ✓ Supervise all areas of Park Cleaning with particular responsibility for all toilet blocks including regular inspections throughout the day.
- ✓ Prepare areas at the start of the day in time for opening the Park to Guests.
- ✓ Cleaning of all public and staff areas to include;
  - Toilet blocks
  - Buildings
  - Rides and attractions
  - Seating areas
  - Theming and features
  - Signage
  - Any other area as requested
- ✓ Follow Company procedure when dealing with sensitive issues or comments. Seek further advice or assistance at the earliest opportunity passing any such issues to a member of the full time management team.
- ✓ Constant monitoring and emptying of all litter bins, recycling bins, smoking bins and the removal of waste to appropriate skip or compactor. Assist in the delegation of tasks to ensure high standards are maintained.
- ✓ Join the team in their daily tasks leading by example and maintaining the required service standards throughout the Park.

- ✓ Maintain correct levels of stock, receive and distribute to the various cleaning store areas and other departments around the park.
- ✓ To be flexible and respond to calls for other duties including using Body Fluid Clean Up Kits.
- ✓ Constantly observe and oversee the Cleaning Team, organize and monitor breaks ensuring that adequate levels of trained staff are in the right areas at the right times and be available to staff and guests.
- ✓ Monitor and observe seasonal staff during their daily tasks and record findings. Make visits to all areas of responsibility, record visits on appropriate sheets.
- ✓ Ensure that any relevant documentation regarding incidents, near misses are recorded thoroughly and passed to the Head of Park Operations.
- ✓ Monitor safety throughout the day and report immediately any findings to the Head of Park Operations.
- ✓ Closing down of toilets ensuring all areas are correctly shut down/ turned off and secured, activating heating / ventilation as required.
- ✓ Carry out any maintenance and minor repairs as requested by the Head of Park Operations on any equipment within the department. Report any defects to the Park Operations Manager so that repairs can be organized without delay.
- ✓ Continue to maintain the required service standards throughout the Park until close as instructed by the Park Operations Management Team.
- ✓ Use the buggies and trailers for the movement of items and collections around the Park.
- ✓ Assist in the recruitment, induction, training and supervision of staff within the department.
- ✓ Monitor time sheet recordings to ensure they are correctly filled out and that the correct times are inserted into each box.
- ✓ Communicate with guests, deal with enquiries, issues, lost children and generally promote the goodwill of Paultons Park.
- ✓ Provide support to the nursing staff, help with locating incidents, transportation and assist with emergencies (only if qualified First Aider with the Company).
- ✓ Organise other ad hoc duties that may arise in any of the Park's operational areas.
- ✓ Be prepared to undertake any front line roles as required by the management team.
- ✓ Be prepared to take a first aid course and become a qualified first aider. Be prepared to attend any training courses the Company may deem necessary for you to undertake.

#### ***When You'll Be Doing It***

- ✓ This is a seasonal position which includes weekends, school and bank holidays. Hours will vary dependent on the time of year and flexibility is required to meet peak and off peak demands of the business. Days will be on a rota basis with a starting time of 7.30am.

#### ***What You'll Get***

- ✓ Uniform - You will be provided with a polo shirt, jumper, trousers, coat and a name badge. In addition any items you are expected to supply should be smart and appropriate. It is your responsibility to keep all items clean, laundered and presentable at all times.
- ✓ Complimentary staff tickets
- ✓ Free Parking
- ✓ Auto enrollment to a pension (subject to qualifying criteria)
- ✓ Subsidized food
- ✓ Free drinks