



## Job Description

Company	Gloucester Rugby
Job Title	Cleaning Operative
Line Manager Title	Head of Housekeeping
Department	Operations
Grade	TBC
Number of Direct Reports	0
Number of Indirect Reports	0
Budget Accountability	No
Working pattern required	Full time - Monday-Friday. Please note, the post will be required to work home matches and any other public events held at Kingsholm stadium (ie concerts) which would mean some weekend and evening work. Time in Lieu is provided for hours worked.

### Main Purpose of the Job

*What is done, for what piece of the business, why?*

Gloucester Rugby, formed in 1873, is a premiership club team based at Kingsholm stadium in the city of Gloucester and the training ground.

The Cleaning Operative is a key part of the Operations team, responsible for delivering and maintaining high standards of cleanliness and tidiness within the Club and training ground. You will report directly to the Head of Housekeeping.

### Key Accountabilities

*Describe the key deliverables to be achieved by the post holder and the ongoing responsibilities of the role*

- Emptying waste bins or similar receptacles and transporting waste materials to the designated collection points.
- To clean daily changing rooms and shower areas.
- Sweeping and mopping floors.
- Hoovering areas and spot cleaning carpets and chairs.
- To clean windows, doors, and balcony door glass.
- Using electrically powered scrubbing machines to clean hard floors.
- To dust, wipe, wash, or polish furniture, ledges, gym equipment, windowsills, skirting boards, external surfaces of cupboards, radiators, shelves, and fitments.
- The clean daily toilets, urinals, hand wash basins, sinks, and showers.
- To clean the outside seats and stands.
- To sweep carparks, walkways, stands, and all steps around the ground.
- To use chemical agents as directed by your supervisor after training given.
- To undertake wall washing or inside windowpane cleaning.
- Become aware of areas that become the most dirty and require extra attention and work with colleagues to ensure these are cleaned quickly.
- Use all cleaning equipment and machinery effectively as trained, using the correct equipment for each job.
- Check all areas regularly and complete tasks as found using own initiative to prioritise the more urgent jobs that affect staff the most.
- To meet the needs of the COVID-19 government guidelines and requirements (full training will be provided).

Uniform and PPE will be provided.

**Health and Safety at Work**

To comply with the requirements of the Health and Safety at Work Act 1974 and associated legislation, you must adhere to the company’s safety rules and procedures and take all reasonable care to protect the safety of yourself and others.

This job description is intended only as a guide to the main responsibilities and is in no way intended to restrict any individual in the performance of other duties as required by the Company.

**Qualifications, Experience & Knowledge**

*List any academic or practical education required to perform the role. What experience does the position require the job holder to have obtained in past roles within or outside of the organisation that would demonstrate a level of proficiency.*

Essential

- Good organisational skills
- Positive attitude and good communication skills
- To be flexible with working hours
- Commitment to delivering a high quality of work
- Confident and tenacious personality, with a strong attention to detail
- Ability to work part of a team and to work independently

**Further Information**

**Application of Knowledge**

**Problem Solving & Innovation**

Please highlight the option that best describes the role (mark the one that best describes how this role will operate most of the time):

- Problems encountered will be defined, repetitive, and routine with a solution readily available.
- Encounters fairly similar problems which require some fact finding, clarification, and basic analysis.
- Resolves issues that are differing, but related in nature.
- Resolves issues which are often varied and non-routine.
- Problems are unclearly defined and sufficient information may not be available.
- Defines and resolves complex issues where fundamental principles do not clearly apply or where data appears to conflict.
- Carries responsibility for consideration and resolution of major problems for a business function
- Resolves issues which are highly complex, nonrecurring and novel. Carries responsibility for consideration and resolution of major problems for the entire organisation.
- Resolves highly complex and novel issues with far-reaching impact and/or consequences. Carries responsibility for consideration and resolution of major problems for the entire organisation.

## Communication and working relationships

Please highlight the option that best describes the role (mark the one that best describes how this role will operate most of the time):

- Interaction with others is limited to own team with little requirement for internal or external contact.
- Interacts with a range of individuals both within and outside immediate team to convey basic information.
- Exchanges technical or nontechnical information with colleagues and immediate superiors and/or customers.
- Shares information with a range of stakeholders internal and external but with limited requirements for persuasion.
- Interprets and explains information to audiences who are not familiar with the subject matter often requiring persuasion.
- Required to convey complex information and persuade a range of diverse stakeholders/audiences.
- Required to manage & resolve complex issues across a range of diverse stakeholders/audiences, often external as well as internal.
- Develops and communicates strategies for a department/function.
- Develops and communicates strategies for a major business segment/multiple functions.
- Develops and communicates strategies and sets vision for the organisation.

## Timeframe

Please highlight the option that best describes the typical time horizon that this role is responsible:

- Focus on here and now
- Focus on current financial quarter
- Focus on performance across financial year
- Focus 1 - 2-year time frame
- Focus 2 - 5-year time frame