



JOB DESCRIPTION

Job Title: Cleaner

Responsible To: Product Excellence Manager

JOB SCOPE

Willows Activity Farm is a family attraction that provides its visitors with a safe, enjoyable and exciting experience, resulting in the highest level of customer satisfaction. Your role is to operate as part of the team in delivering the customer experience.

KEY RESPONSIBILITIES

Health and Safety

- To adhere to all company Health and Safety procedures to ensure the health and safety of our customers and staff across the business at all times
- To attend any training required for health and safety, fire evacuation, emergency and first aid procedures as required by the company
- To adhere to all fire regulations, emergency and first aid procedures
- To adhere to the company dress codes at all times and ensure that personal hygiene standards are maintained.
- Report any equipment and maintenance defects to the line manager immediately

General Duties:

- Willows Activity Farm welcomes over 500,000 visitors a year and ensuring our activities, amenities and facilities are spick and span is very important to us.
- Joining an experienced and hard working cleaning team we are looking for an individual who enjoys a challenge and takes pride in their work, ensuring we maintain our reputation for cleanliness in both our outdoor and o areas.
- The position will be on a part-time shift basis working daytimes, evenings or weekends. Additional hours may also be available supporting colleagues within the Activity Farm.
- You will be reliable, a good time keeper and able to follow instructions and implement cleaning procedures accurately to high standards. Being able to work as part of a team is essential, as well as having a bright and lively personality, as this role includes shifts where our cleaning staff interact with visitors.

Hours of Work

- You will be contracted on a minimum hour basis and your hours of work will be agreed with your line manager in advance.
- You will predominately be required to work weekends, Bank Holidays and school holidays and some evening work.
- Hourly paid employees are required to complete regular time-sheets which must be received by your line manager by 9.30am on the morning following each timesheet period. Time-sheets not received by 9.30am on the morning following the last day of a payroll period may not be included in the current payroll period but instead carried over to the next payroll period.

Holidays

- The annual company holiday entitlement is a maximum of 28 days inclusive of any Public and Bank Holidays taken. The holiday year runs from the first day of the payroll year to the last day of the payroll year which is 11th March to 10th March.
- As holiday entitlement is calculated on an accumulation basis, your personal annual entitlement may be lower depending on your employment commencement date, employment end date and number of

days worked, in which case entitlement will be calculated on a pro rata basis.

- Your hourly rate of holiday pay is equal to your working hourly rate of pay.

Probationary Period

- There will be a probationary period of three months. At the end of this period the position will be reviewed and if satisfactory the continuation of your employment will be confirmed. The company may extend the probationary period if extra time is needed to assess your performance. If performance is not satisfactory, your employment will be terminated.

Notice

- During the probationary period either party can terminate employment by giving one week's notice. Following the probationary period either party must give 4 weeks' notice.
- This notice can be waived by either party by mutual agreement. We reserve the right to make a payment in lieu of notice should we so wish.

To apply for this role please email susan@willowsactivityfarm.com in the first instance to request an application form. If you are unable to email then please contact Susan on 01727 822 186.

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