



## **JOB DESCRIPTION**

Job Title: Cleaner

Responsible To: Product Excellence Manager

### **JOB SCOPE**

Willows Activity Farm is a family attraction that is passionate about customer service and provides its guests with a safe, enjoyable and exciting experience, resulting in the highest level of guest satisfaction.

Your role is to operate as part of the team in delivering the guest experience by ensuring our activities, amenities and facilities are spick and span, thereby helping to create lasting memories.

### **KEY RESPONSIBILITIES**

#### **General Duties and Guest Experience:**

- You will be reliable, a good time keeper and able to follow instructions and implement cleaning procedures accurately to high standards.
- You will be hardworking, enjoy a challenge and take pride in your work, ensuring we maintain our reputation for cleanliness in both our outdoor and indoor areas
- You will ensure high levels of teamwork are always encouraged and show an “above and beyond” attitude to your work with other Willows team members around you.

- This role includes shifts where our cleaning staff interact with visitors, so you should have a positive and helpful attitude at all times when interacting with guests, remembering and respecting at all times that you are representing Willows Activity Farm and the Peter Rabbit brand.
- You will be able to communicate politely and effectively with colleagues and guests at all times.
- You will be able to follow company procedures concerning lost children to ensure the guest experience is securely and safely protected.
- You will ensure you are aware of and comply with all company policies, as laid out in the Staff Handbook, including dress code, mobile phone policy and acceptable behaviour
- You will undertake any other reasonable request as directed by your line manager

### **Health and Safety**

You are required 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
- Attend any training required for health and safety, food safety, fire evacuation, emergency and first aid procedures as required by the company
- ensure all cleaning procedures are completed to meet the required legislative health and safety standards at all times.
- Adhere to all fire regulations, emergency and first aid procedures
- 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

### **Hours of Work**

- You will be contracted on either a flexible hours or minimum hour basis and your hours of work will be agreed with your line manager in advance.
- You will be required to work on a part-time shift basis working daytimes, evenings or weekends, including Bank Holidays and Public holidays.

- Additional hours may also be available supporting colleagues within the Activity Farm.

### **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 11<sup>th</sup> March to 10<sup>th</sup> 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.