

JOB DESCRIPTION

Job Title: General Operative

Job Holder: Vacant

Job Location: Morton Stadium

Role: Full time - Shift work 5 days over 7.

Reports to: Stadium Manager

JOB PURPOSE:

The key function of this role is to ensure that the prescribed hygiene and cleanliness standards and grounds of the Stadium are always maintained. This role is a mix of cleaning and general operative duties including grounds maintenance, will involve manual handling, lifting, moving of equipment and other physical general operative tasks which are necessary to operate the Stadium.

The role holder will be primarily responsible for the day-to-day cleaning/grounds requirements and general upkeep of the Stadium facilities.

Responsibilities	Tasks
Technical Responsibilities	<ul style="list-style-type: none"> • Cleaning equipment (buffer /scrubber drier / power washer, etc.) . • Cleaning chemicals / substances. • Set up and dismantling of equipment for events. • Assist in the receiving of any deliveries from suppliers and ensuring safe storage of same. • Assist with basic checks, opening and closing the facility when required. • Grounds maintenance • Use of machinery for grounds maintenance
Standards	<p>Ensure daily cleaning checklists are adhered to and signed off with particular emphasis on hourly checks for toilets and changing rooms:</p> <ul style="list-style-type: none"> • Toilet Rolls. • Soap Dispensers. • Glass and Mirror Cleaning, Sink and Toilet Cleaning. • Floor Spillages, General Litter removal etc. • Daily Deep Clean Activities of assigned areas. • Vacuuming of assigned office locations. • Power washing of assigned areas. • Exterior Car Park cleaning (litter, bins emptied, steps power washing). • Storerooms are maintained in good order and cleanliness • Safe use of chemicals • Checking of machinery before & after use, reporting faults to stadium manger. <p>Ensure the highest standards of cleanliness and hygiene throughout the Stadium facilities at all times.</p>

Health and Safety	<ul style="list-style-type: none"> • Adhere to NOPS – Normal operating procedures / EAPS – Emergency Action Plan • Ensure compliance with Health and Safety policy and procedures • Ensure the correct chemicals or cleaning substances are used for their intended purpose and in accordance with manufacturer’s guidelines and in line with material data information. • Ensure use of PPE (Personal Protective Equipment) • Ensure that the Health and Safety of staff and users is maintained at all times.
Customer Service	<ul style="list-style-type: none"> - ensure that all customers are awarded the highest priority in the delivery of the service and that a culture of quality is fostered. - To ensure delivery of the best service standards to the customers.
Internal and External Relationships	<p>Internal Senior Management Team, Stadium Manager, Duty Managers and General Operatives</p> <p>External National Governing Bodies, Members & General Public Customers</p>

The above contains the main outline of duties. However, it is inevitable that tasks may arise which may not fall within the remit of the above list of main duties. Employees are required to respond with a flexible approach when ad hoc tasks arise which are not specifically covered in their job description. Should an additional responsibility become a regular part of an employee’s job, the Job Description will be amended to reflect this.

JOBHOLDER ENTRY REQUIREMENTS: *Identify the essential knowledge, skills and behaviour’s required.*

Knowledge (Education & Related Experience):

- Minimum age 18 years old.
- Previous cleaning/grounds maintenance experience in a similar environment is desirable.
- Excellent written and oral English essential.

Key Skills

- Time management
- Customer Relationship Management
- Excellent communication/interpersonal skills
- Strong team working skills
- Ability to work on own initiative
- Organisational skills