



Role Profile

Job Title:	Museum Cleaner	Role Profile Number:	CEN71
Grade:	Grade J	Date Prepared:	November 2018
Directorate/Group:	STEAM Museum – Planning, Regulatory Services & Heritage	Reporting to:	Visitor Experience Officer

Job Purpose

As directed by the Visitor Experience Officer, to ensure that STEAM always meets the highest standards of cleanliness and tidiness, to ensure that all of our customers (general, corporate, events and learning) experience the highest standards of visitor comfort at all times.

Key Accountabilities

- Ensure our customers experience safe, hygienic, secure and comfortable environments', you will maintain high standards of presentation and ensure the safety and security of the STEAM collections and assets.
- Ensure all areas of STEAM are cleaned according to the agreed rota / schedule or as directed by the Visitor Experience Officer.
- To advise the Visitor Experience Officer of cleaning stock levels to ensure that essential stock does not run out.
- To ensure that housekeeping equipment remains in good order, advising the Visitor Experience Officer of any issues.
- To comply with all health and safety procedures and to be aware of CoSHH in relation to cleaning products.

Supplementary Accountabilities

- Work targeted hours undertaking weekend and evening duties and when required work Bank Holidays. Work streams will include corporate hospitality, events and other activities as required by the Museums' year round programme.

- As directed by the Visitor Experience Officer, to assist where necessary with set-up and take down of corporate events.

Knowledge & Experience

- Able to demonstrate a knowledge of cleaning and the importance of a clean and tidy environment for museum visitors
- Able to demonstrate an awareness of relevant health and safety and of CoSHH.
- Good verbal communication skills.

Qualifications

- Manual Handling or a willingness to undertake training
- H&S / CoSHH or a willingness to undertake training

Decision Making

- Day-to-day decision making around operational needs related to cleaning.

Creativity and Innovation

- Ability to work on own initiative, and find creative solutions to cleaning issues.

Job Scope

<u>Number and types of jobs managed</u>	<u>Budget Holder Responsibility</u>	No
None		
<u>Typical tasks supervised/allocated to others</u>	<u>Asset Responsibility</u>	No
None		

Contacts and Relationships

- Is expected to be able to demonstrate excellent communication with a range of the full range of STEAM clients and customers and other STEAM team members, Volunteers and Friends.

Other Key Features of the role

- Work targeted hours undertaking weekend and evening duties and when required work Bank Holidays. Work streams will include corporate hospitality, events and other activities as required by the Museums' year round programme.

Employee Signature:	Print Name:
Date:	
Line Managers signature:	Print Name:
Date:	