

Job Title:	Museum Cleaner	Role Profile Number:	CEN71
Grade/s:	Level 1	Insert Date Prepared: July 2023	
Directorate/Group:	STEAM Museum – Operations	Reporting to:	Visitor Experience Officers

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 and ensure that when the delivery arrives, all items ordered are checked and received so payment can be made to supplier.
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- To ensure that housekeeping equipment remains in good order, advising the Visitor Experience Officers 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.
- Act as a fire warden during the cleaning shift.
- Liaise with certain contractors such as our hygiene and sanitary services provider.

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 accounting for body language, tone of voice and choice of words.
- Understanding of safety labels for chemicals and their directions of use. Some directions of use will require dilution which requires numerical skills.
- Able to work on your own and as part of the wider Visitor Experience team.

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>Asset Responsibility</u>	No

<p><u>Typical tasks supervised/allocated to others</u></p> <p>None</p>		
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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.

Values and Behaviours

We strive to underpin this culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time.

Connected

We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient

We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave

We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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.
- In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work.
- You must also co-operate with the Council to enable it to comply with its statutory duties for Health and Safety. You must work in accordance with training or instructions given, make proper use of any personal

protective equipment provided and inform your Manager of any hazardous situations or risks of which you are aware.

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