

Job Description

- Job title:** Facilities Operative
- Department:** Facilities and Conservation Team, St Michael's Mount.
- Responsibilities:** To carry out general cleaning of visitor and staff facilities. To carry out minor maintenance. To assist with recycling and waste disposal.
- Reports to:** Castle Steward
- Contract:** Part time fixed term
16 hours per week (Sunday and Monday), 08:00-17:00, plus additional hours as required to cover holiday

Area of responsibility/tasks

- To proactively carry out cleaning duties according to the daily, weekly and occasional schedules plus undertake any non-routine cleaning tasks as instructed by the Castle Steward or Castle Officer.
- To ensure that cleaning is carried out thoroughly in all areas to a very high standard.
- To ensure that cleaning signs are placed in any wet or unsafe areas.
- To ensure all cleaning equipment is cleaned, well maintained and stored correctly.
- To use cleaning materials appropriately and economically and use the relevant PPE when necessary.
- To maintain a high standard of refuse management, including the removal of all daily waste and recyclable waste.
- To report general maintenance where required on a daily basis.
- To carry out minor maintenance tasks when required.
- To monitor levels of stock and order cleaning supplies as necessary through the Castle Steward.
- Wear the required uniform, be clean and tidy.
- Be punctual and complete tasks in a timely manner.
- To undertake any other duties of a similar level and responsibility as may be required.

Customer service	<ul style="list-style-type: none"> • To provide a great service to all our external and internal customers. • To be smart, polite and helpful at all times. • To be aware of all the activities offered on the Mount and be able to answer broader questions (or know who to ask).
Health and safety	<ul style="list-style-type: none"> • To take responsibility for your own health and safety, and that of those around you, at all times. • To comply with current HSE and COSHH regulations. • To be aware of, and comply with, the company's health and safety policy. • To report any health and safety issues to the Castle Steward.
Communication	<ul style="list-style-type: none"> • Maintain radio contact whilst on duty using ear pieces at all times when provided and following the current radio procedure.
Vision and values	<ul style="list-style-type: none"> • Be aware of the company's vision and understand your role as part of a team in aiming to the future to achieve it. • Know the company's values and uphold them at all times whilst at work.
Other	<ul style="list-style-type: none"> • Attend staff training/meetings and seasonal event days when required. • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.