

Job Description

Job Title:	Cleaner
Location:	The Abbotsford Trust, Melrose
Reporting to:	House Manager, Housekeeping Supervisor
Hours:	Variable hours. Pay rate of £7.99 per hour.

Context

Abbotsford was designed and built by Sir Walter Scott as both his home and the location for his extensive collection of books and historical memorabilia, and was first opened to the public in 1833, five months after his death. After the death of his last direct descendent in residence, Dame Jean Maxwell-Scott, in 2004, The Abbotsford Trust was created to preserve, protect and promote not only the house, but also the life and works of Sir Walter. Abbotsford is considered to be one of the most important heritage sites in Scotland.

Our cleaners work in our holiday accommodation wing, in the Visitor Centre, Historic House, and staff offices, providing cleaning services and other housekeeping support. Cleaners are line managed by the House Manager, who has overall responsibility for housekeeping services, but will also be supervised by the Housekeeping Supervisor on occasion.

Job Purpose

- To provide cleaning and housekeeping support throughout Abbotsford
- To prepare rooms for guests when working in the accommodation wing
- As a member of the wider Abbotsford team, to undertake other delegated tasks (to be determined in line with skills and abilities of the post holder)

Cleaners report to the House Manager and the Housekeeping Supervisor, and are responsible for the effective day to day performance of their own work tasks, ensuring that the tasks are prioritised appropriately and that all tasks are completed to the agreed schedules.

The postholders are responsible for the safe and appropriate use of all cleaning materials and equipment in line with Health & Safety regulations and COSHH requirements, and are responsible for monitoring stock levels of consumables and requesting re-stocking in good time.

Key Responsibilities

Hope Scott Wing

(full clean required on visitor changeover days, interim cleaning as directed by the House Manager)

- Strip beds and remake with clean linen, identifying any items requiring a special clean (eg stains on linen, pillows, duvets or blankets)

- Prepare and bag up outgoing laundry (bed linen, towels, kitchen linen, tablecloths, napkins etc)
- Brush and Hoover within all rooms (bedrooms, bathrooms, sitting rooms, games room, library, kitchens, toilets, boot room etc), halls and stairways, mopping as required
- Clean all toilet areas, including toilets, baths, showers, wash basins, mirrors.
- Clean all kitchen and dining areas, including cookers, cupboards, sinks, serving areas, replacing kitchen linens.
- Empty bins and clean the bins before replacing.
- Ensure all consumables (eg toilet paper, soap, toiletries, cleaning fluids, basic kitchen items) are maintained and replaced
- Polish and dust all surfaces in all rooms, liaising with the House Manager and/or Conservator in relation to any items requiring special treatment (eg antique furniture)
- Wipe down other areas (eg light switches, plug sockets, skirting boards, window interiors)
- Contribute to bigger cleaning initiatives as required (bookshelves, walls etc).

General

- Ensure that all cleaning is done to the highest standard, in line with hygiene and COSHH requirements, with attention to the impression created of the Abbotsford Trust
- Ensure that cleaning methods and materials used are appropriate
- Follow stock management procedures and notify the House Manager or other relevant manager of stock requirements in advance
- Ensure that all cleaning equipment and materials are used and maintained appropriately and notify the House Manager or other relevant manager of any faults or problems with equipment or materials
- Ensure attention to health and safety requirements at all times, paying particular attention to the health and safety of the general public
- Report any maintenance issues found

Communications and Working Relationships

- Provide a high quality, friendly, and professional service to guests and visitors
- Develop and maintain good team working relationships with Abbotsford staff, volunteers and Trustees
- Act as an ambassador for the Abbotsford Trust at all times

Person Specification

Knowledge

- Knowledge of effective cleaning methods and materials
- Understanding of COSHH requirements for cleaning within public spaces is desirable
- Awareness of the importance of health and safety practices within a domestic environment
- Numeracy to level required for fulfilling duties (measuring out fluids, monitoring stock levels)
- Literacy to level required for fulfilling duties (reading and applying policies, regulations, COSHH requirements, instructions on equipment and materials etc)
- Good understanding of good customer service, and how this would apply in a visitor attraction and hospitality environment

Experience

- Experience of working with and interacting with the public
- Previous experience of cleaning, ideally within a healthcare environment is desirable
- Previous experience of stock audit and ordering is desirable

Skills and Abilities

- Good time management skills and ability to prioritise and deliver tasks to agreed schedules and deadlines
- Attention to detail and ability to ensure all areas are maintained to the highest standards and potential health and safety risks are reported
- Practical approach to problem solving
- Good interpersonal and customer service skills
- Good team working approach and ability to work supportively and collaboratively with a wide range of colleagues
- Ability to work flexibly and to adapt to changing work situations

Personal Qualities and Requirements

- Interest in and commitment to The Abbotsford Trust's mission, vision and values
- Commitment to valuing equality and diversity and an understanding of how it might apply to own role;
- A flexible approach to working hours in line with the demands of the job