

<b>Post Title:</b>	<b>Location Base:</b>	<b>Reporting To:</b>
Cleaner	Venue Services - Bournemouth International Centre & Bournemouth Pavilion	Cleaning Supervisor/Operations Manager

## About BH Live

**Champions of community engagement, health and wellness across Dorset, Hampshire, and London.**

BH Live, a registered charity and social enterprise, is a leading operator of sports and leisure centres, theatres, and event venues. Driven by a mission to improve communities BH Live is dedicated to providing inclusive cultural experiences and promoting physical activity for all.

**[bhlive.org.uk](http://bhlive.org.uk)**

## Summary of role

The role is to provide a customer focussed service, undertaking a full range of cleaning routines/duties within BH Live's venues.

The main objectives being to promote the venues through good customer care and cleaning to a high standard. These objectives will ensure the efficient and effective operation of the building, ensuring the retention of existing and promotion of new custom.

## Key responsibilities

- Under direction, carry out cleaning duties as required at the Bournemouth International Centre & Pavilion.
- Carry out cleaning routines as per a schedule or as directed by management. This will include inside areas, and external areas such as car parks and surroundings, under BH Live's control.
- Carry out a full range of cleaning routines in all areas, including toilets, to a high standard thus ensuring the buildings are clean and hygienic at all times.
- Wear Personal Protective Equipment (PPE) when on duty or as deemed necessary in accordance with the relevant BH Live policy and Health and Safety regulations.
- To ensure that relevant actions are taken to meet all Health and Safety requirements whilst carrying out cleaning duties.
- To work in collaboration with other departments to ensure the venues are presented to a high standard, such as BH Live Hospitality in the clearing of tables and the cleaning of tabletops during busy events or helping Technical with the cleaning of the stages when necessary.
- To bring to the Supervisor/Duty Manager's attention any matters relating to faulty/damaged equipment that require attention.
- After use, all equipment/machinery etc is to be left in a clean and serviceable state ready for use next time it is required.
- To wear the uniform provided in accordance with the BH Live uniform policy.

- To attend individual and/or group Performance and Development Review meetings.
- To attend specific training sessions on health and safety at work, cleaning equipment training, emergency evacuation exercises or other specific sessions relating to the job.
- The ability to communicate and relay messages via the 2-way radio system.
- To undertake any other duties as required within the general scope and grade of the post
- Be available to work at other venues operated by BH Live from time-to-time as required
- Must be available to work to meet the needs of the venues in relation to early morning or late night working requirements on weekdays, weekends and bank holidays. There may also be some occasional overnight working to meet business needs.

### **Skills and experience**

<b>Details</b>	<b>Criteria</b>
Previous work in a similar environment	Desirable
Knowledge of cleaning procedures	Essential
An understanding of Health and Safety requirements	Desirable
Possess good communication skills	Essential
Able to carry out cleaning to a high standard	Essential
Be able to work as part of a team	Essential
Ability to work under pressure and to timescales	Essential
Able to be self-motivated	Essential
Proactive and flexible to cleaning requirements	Essential
Must be smart and presentable	Essential
Able to work unsociable hours including late nights, early mornings, weekends and Bank holidays	Essential
Occasional overnight working to meet the needs of the business	Essential

### **Qualifications**

General level of education (numeracy and literacy) – essential

**Roles and responsibilities will evolve and change over time.**

**Owner: HR**

**Date updated/date effective from: 12.09.2024**