**Job Description**

Job Title: Cleaning Operative

Reporting to: Guest Experience Department Managers and Team Leaders

Line Manager: Guest Experience Manager

Salary: £12.60 per hour

Hours: Dependant on contract

Application Deadline:

*This job description statement describes the general nature and level of work to be performed by the employee(s) assigned to this job title. It is not intended to be construed as an exhaustive list of all required responsibilities, duties and skills. The Beatles Story is open to revising this job description as necessary and will do so in consultation with the job holder at the appropriate time, ensuring your voice is heard*.

**THE PERKS**

* 30 days Holiday Annual Leave (pro-rata for part-time employees)
* A travel pass for local public transport: trains, buses, and ferries.
* Birthday Holiday after 12 months of service – “Today it’s your birthday!” incentive.
* Length of Service Benefit – additional days holiday for every five years of employment.
* Discounts in our Fab 4 Shops and Café’s
* Allocated complimentary tickets to the Exhibition for friends and family

**ROLE PURPOSE**

You will be an integral part of the Guest Experience Team in ensuring the day-to-day running of our departments are kept to the highest standards. Maintaining a clean, safe, and welcoming environment for all guests. This role directly contributes to the overall visitor experience and ensures that the attraction operates smoothly.

**STANDARDS OF SERVICE**

As an ambassador for the company, you will have a passion for delivering five-star customer service - you will be proactive, approachable, and guest focused, always ready to offer support, directions and assistance when needed. Maintaining high standards of cleanliness across all staff and public areas. You will be security conscious and alert, ensuring in depth knowledge and implementation of all company security procedures to safeguard both the exhibition and guests. This includes observation and reporting of any incidents.

**KEY RESPONSIBILITIES**

**The role holder may be required to undertake any other appropriate duties as deemed necessary.**

**Cleaning and Maintaining of Visitor Spaces**

* Floor care: Sweeping, mopping, vacuuming, and polishing floors to maintain cleanliness and safety.
* Surface cleaning: Wiping down tables, counters, windowsills, and other surfaces to remove dust, stains, and debris.
* Restrooms: Ensuring restrooms are clean, stocked with necessary supplies (toilet paper, soap, etc.), and sanitizing high-touch areas like doorknobs, taps, and toilets.
* Rubbish collection: Emptying rubbish bins regularly, especially in high-traffic areas, and replacing liners.
* General tidiness: Ensuring that all visitor areas are neat and organized, including waiting areas, lobbies, welcome desks, stairways and exhibition spaces.
* Dusting and cleaning display cases, exhibits, signage, and interactive displays to prevent dust accumulation and maintain the aesthetic appeal of the attraction.
* Maintaining cleanliness of exhibits and displays. Using appropriate cleaning methods for delicate objects, artwork, or technology (e.g., avoiding damage to screens, artwork, or historical artifacts)

**Cleaning and Maintaining Back of House Areas**

* Staff areas: Keeping employee break rooms, offices, changing rooms, staff toilets and storage areas tidy and clean.
* Equipment cleaning: Maintaining cleanliness of cleaning tools and equipment.

**Health & Safety Compliance**

* Following the correct cleaning procedures as set by the Beatles Story and using the correct cleaning products to maintain health and safety standards.
* Undertake COSH training and ensure all Beatles Story guidelines are followed to allow safe working practices.
* Ensuring the attraction complies with safety regulations, including keeping emergency exits and walkways clear of debris.
* Alerting Management and/or Security of any suspicious behaviour.
* Reporting any safety hazards (e.g., spills, broken equipment) immediately to management to ensure a safe environment for visitors and staff.

**Customer Service**

* Being approachable and polite to visitors, helping where needed and contributing to a welcoming environment.
* Occasionally assisting with small tasks (e.g., directing visitors or providing information) if needed.
* Creating a clean and well-maintained visitor environment to contribute to a great first impression on our guests, helping to create a welcoming atmosphere and encourage repeat visits.

**PERSON SPECIFICATION – Cleaning Operative**

**Note to Applicants: Essential requirements are marked with ‘E’. Desirable criteria are marked with ‘D’.**

| **CRITERIA** | **REQUIREMENTS**  | **METHODS OF ASSESSMENT** |
| --- | --- | --- |
| **Experience, Knowledge and Skills**  | Strong interpersonal and communication skills **(E)**Ability to engage with diverse audiences **(E)**Customer Focussed **(E)**Able to work under pressure in a fast-paced environment and deliver excellent customer service. **(E)**Works well within a team environment and strives to support and champion colleagues **(E)** Good time management skills **(E)**Adaptable and flexible **(E)** Someone who takes pride in maintaining high standards **(E)**A knowledge or willingness to learn about the Beatles and the history of Liverpool and to share that knowledge with others **(D)**Knowledge and/or experience of the following sector: Culture & Tourism. **(D)** Knowledge and /or experience of working with Health & Safety procedures **(D)** | A, I A, IA, I A, I A, I A, IA, I A, IA, IA, I |
| **Education/****Qualifications**  |  **N/A**  |  |

**Key to Assessment Methods: A – Application, P Presentation, I – Interview.**