



**JOB TITLE:** Cleaning Operative

**RESPONSIBLE TO:** Cleaning Team Leader & Operations Manager

### **ROLE SUMMARY**

To maximise visitor enjoyment of Alnwick Castle by maintaining a high standard of cleanliness across the whole Castle site. This role also includes occasional cleaning of the Estates Offices and property off site as required.

This is a seasonal position for the duration of Alnwick Castle's open season for 2025, with flexible working days over 7 days a week.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **Cleaning Tasks**

As a Cleaning Operative for Alnwick Castle during our open season, you will:

- Ensure the castle site is kept immaculate and litter free at all times, undertaking light grounds duties where needed such as leaf blowing, sweeping and raking
- Ensure that all toilets on-site are kept to a high standard of cleanliness and hygiene at all times
- Regularly check waste bins across the site and empty them as necessary

Additional duties as needed:

- Cleaning of Estates offices and property off site as and when required

#### **Teamwork and Personal Development**

You must be able to demonstrate that you can work as part of a team and also work on your own. You are encouraged to have knowledge of the various guided tours and activities we have on offer, so you can assist visitors with general questions whilst on site.

#### **General**

A knowledge of, and compliance with, general procedures will be required, in relation to daily shift patterns, rostering, staffing levels, holiday patterns and similar procedures as outlined in the castle staff handbook. In addition, you will be prepared to undertake any other tasks and duties reasonably required by Northumberland Estates. You must be flexible, reliable and punctual.

## **PERSON SPECIFICATION**

### **ESSENTIAL**

### **DESIRABLE**

#### **Training, Experience & Qualifications**

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| <ul style="list-style-type: none"><li>Good standard of numeracy and literacy</li></ul> | <ul style="list-style-type: none"><li>Previous cleaning experience</li><li>Knowledge of cleaning products and associated machinery</li><li>Full UK driving licence and willingness to be trained on company vehicles</li></ul> |
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#### **Knowledge & Skills**

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| <ul style="list-style-type: none"><li>Ability to work as a team but also independantly</li><li>General awareness of Health and Safety and security</li><li>Excellent attention to detail to maintain high standards of cleanliness</li></ul> | <ul style="list-style-type: none"><li>General knowledge of other local amenities and attractions around Northumberland</li></ul> |
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#### **Interpersonal Skills**

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| <ul style="list-style-type: none"><li>Excellent communication skills for maintaining good customer service and positive staff relations</li><li>Neat and tidy personal appearance</li><li>Reliability and punctuality</li><li>Ability to work calmly under pressure</li><li>Flexible and adaptable</li></ul> |  |
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#### **Particular Circumstances to Consider**

- Ability/availability to be rostered to work weekends, bank holidays and evenings. Be prepared to be flexible in working hour patterns
- To wear and maintain uniform as provided by Alnwick Castle
- The role involves working outside for long periods, being active and some heavy lifting. Some areas are only accessible via stairwells or involve confined spaces, heights and low level lighting

Rates of pay will be shared at interview