## Role Profile

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| **Job title** | Cleaner | **Salary:** | £8.21 per hour |
| **Reporting to:** | Facilities and Health & Safety Manager |  |
| **Location:** | Wirral Youth Zone | **Hours:** | 15 hours per week: workingTuesday, Wednesday, Friday, Saturday and Sunday from 5am-8am |
| **Key Relationships:** | Youth Zone staff, young people, parents and local partners |

**Job Purpose:**

To provide a high standard of cleaning services throughout Wirral Youth Zone. As a critical member of the team you will contribute to ensuring that a great first impression is always given to visitors, and that all areas of the youth zone are safe and clean to open at all times.

**Context of the post:**

Youth Zones are amazing places: accessible, vibrant, welcoming, and fun and caring are just some of the words used by young people to describe their Youth Zone. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs. Wirral Youth Zone is part of the growing OnSide network alongside Bolton, Blackburn, Manchester, Oldham, Carlisle, Wigan, and Wolverhampton.

Wirral Youth Zone is centrally located and dedicated to raising aspirations and changing the lives of young people, giving them ‘Somewhere to go, something to do and someone to talk to’. Open 7 days a week, at weekends and during school holidays, the Youth Zone’s purpose is to help young people grow to be happy, healthy, and successful adults. The state-of-the-art £6 million building provides young people with access to a range of activities, offering them the opportunity to try new things, meet new friends and gain support from friendly, warm, and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music and media suites.

**Values and Aspiration**

The young people’s chosen name “The HIVE” represents the aspirations and values that young people feel their Youth Zone stands for. The Youth Zone is a ‘hive’ of activity, adventure and fun for all young people where they can try new experiences and learn new skills. The Hive is a place where young people can reach their full potential, grow their dreams and achieve their goals. It is a safe and supportive community for young people to belong and be themselves.

We are looking for someone who is able to deliver on the young people’s aspirations and who

* Is a positive role model for young people who believes and recognises young people’s potential
* Has positive and “can do” attitude
* Take responsibility for their own actions
* Is committed to a culture of continuous improvement and subscribes to a “tonight’s better than last night philosophy”
* Is willing to go the extra mile to ensure great provision for young people

**Duties and Responsibilities – General**

* Work within the performance framework of Wirral Youth Zone and OnSide
* Represent Wirral Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided)
* To assist with any promotional activities and visits that take place at the Youth Zone
* To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership
* To adhere to Wirral Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities

**Duties and Responsibilities – Detailed**

**The Role**

In particular you will:

* To be responsible for cleaning areas of the Youth Zone as allocated by the Facilities Officer or other manager
* To perform various cleaning activities including cleaning toilets, sanitary fittings and surrounds; spot cleaning of spillages; wiping furniture, ledges, pipes, paintwork, doors and polishing door glass; emptying and cleaning bins; mopping and spray cleaning hard floor surfaces; floor polishing; wiping, polishing and straightening furniture; replenishing supplies in toilets; and moving items of furniture and equipment
* To operate cleaning machinery (e.g. scrubber dryer) for cleaning soft and hard surfaces, such as vacuum cleaners and polishers
* To follow opening and closing procedures
* To report any emergency maintenance problems, including toilets and other water fixtures, or hazards immediately to the Facilities Officer
* Carry out any other reasonable duties as requested by management

**The Person**

With substantial experience of general cleaning, you will have:

* Previous cleaning experience
* Use of cleaning equipment
* Ability to reach, bend, stoop and kneel
* Knowledge of health and safety issues relating to cleaning
* Ability to work on own initiative and as part of a team

**Special Requirements**

* This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)
* A willingness to work unsocial hours during evenings and weekends is required
* The ability and willingness to travel to events in the region and beyond
* Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary

**Benefits**

* Work as part of an award-winning team that makes a real difference in the lives of thousands of young people
* After 6 months service the eligibility to enrol in a rewards scheme
* Training and development opportunities
* Frequent team socials e.g. pub quizzes and team nights out
* Use of state-of-the-art facilities

**Wirral Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.**

**OnSide Youth Zones Values**

As a Youth Zone community our values provide us with cohesion as a group. We celebrate our differences; however, these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

1. **Serving Young People**
* Focus on serving young people
* Continuous improvement in the service we offer
* Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the ‘wow’ factor and leave a lasting impression.

We shall work to high standards and go the extra mile to build strong, positive relationships with young people. We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

1. **Can-Do Approach**
* Getting results
* Motivating others
* Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do.

We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

1. **Teamwork**
* Openness
* Supporting others
* Valuing and respecting others

In our network, every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome. We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect, and dignity.

1. **Doing it Right**
* Acting with integrity
* Constant personal improvement
* Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained.

We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

1. **Innovation Friendly**
* Innovative environment
* Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers, and young people to experiment with process and service provision.

We want an environment where innovation and creativity can flourish. We want a network where there is the freedom for individuals to think differently.