

# MOUNTVIEW

## Job Description

**JOB TITLE:** Cleaner (Fixed Term and Casual Roles)

**RESPONSIBLE TO:** Cleaning Supervisor

**LIAISES WITH:** Facilities Manager  
Deputy Facilities Manager  
Venue and Estates Team  
Other Teams and Mountview Staff

### ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools. We offer professional vocational training at foundation, undergraduate and postgraduate level in performance and production arts, alongside evening, weekend and holiday classes for all.

We present around 28 productions across the year including classic plays, new writing and musicals, and our studios, meeting rooms, theatres and workspace are available to hire.

Mountview in Peckham is a home for everyone – vocational students, young people and life-long learners, industry professionals and visitors alike – and there has never been a more exciting time to join us.

### MAIN PURPOSE OF POSITION

Cleaners are key members of Mountview's Venue and Estates team, reporting to the Cleaning Supervisor and responsible for cleaning designated areas within the building, ensuring that these are kept clean, hygienic and fit for purpose at all times.

### KEY RESPONSIBILITIES

#### Cleaning

- Be responsible for cleaning designated areas of the building, duties including but not limited to:
  - Cleaning, sweeping and vacuum cleaning floors.
  - Scrubbing and buffing relevant floors using powered equipment.
  - Washing, dusting and polishing surfaces, including walls, tables and mirrors.
  - Cleaning toilet and shower areas, replenishing toilet rolls, soap and hand towels.
- Undertake the cleaning of alternative or additional areas as directed by the Cleaning Supervisor, Facilities Manager or Deputy Facilities Manager.
- Ensure that maintenance issues are reported promptly to the Cleaning Supervisor, Facilities Manager or Deputy Facilities Manager.
- Maintain and deliver the highest standards of appearance and customer service at all times.

#### Health and Safety

- Maintain the highest standards of health and safety at all times.
- Ensure the health and safety of staff, students, members of the public and other building users at all times.

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- Ensure that health and safety issues are reported promptly to the Cleaning Supervisor or Facilities Manager.
- Ensure that all cleaning materials and equipment are fit for purpose, well maintained and kept in safe condition.
- Keep fully updated on, work in accordance with and maintain accurate records in regard to all applicable Health and Safety legislation and other industry regulations, including LOLER, WAH, PUWER, COSHH, PPE, and the Environmental Protection Act 2000.

## **Other Duties**

- Act as an ambassador and brand guardian for Mountview at all times.
- Undertake training and development as required/agreed.
- Attend staff meetings as required.
- Any other duties as may be reasonably required.

## **PERSON SPECIFICATION**

### **Qualifications and Experience**

- Experience of working as a Cleaner.
- Experience of dealing with members of the public in a customer focused environment.
- Experience of providing excellent customer service and enhancing service delivery.
- Knowledge of health and safety desirable.

### **Skills and Abilities**

- Excellent team working and interpersonal skills, with ability to build effective relationships with a wide range of people.
- Positive and outgoing approach to customer service, with ability to promote Mountview to customers.
- Ability to self-motivate, use own initiative and maintain attention to detail while working under pressure and meeting strict deadlines.

### **Personal Qualities and Attributes**

- Positive, proactive and professional attitude.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to self-development.

## **ADDITIONAL INFORMATION**

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

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The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act and General Data Protection Regulation (GDPR) 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

Successful candidates will be required to undertake a DBS check.

## TERMS AND CONDITIONS

**Salary:** £10.63 per hour

**Contract:** 1 x 6 month fixed term role – 40 hours per week, 2pm-10pm Monday to Friday

Casual roles – early mornings and weekends, exact hours dependent on cleaning rota and candidate availability

## HOW TO APPLY

Please send **your current CV** by email (preferred) to [alistairowen@mountview.org.uk](mailto:alistairowen@mountview.org.uk) or by post to Alistair Owen, HR Manager, Mountview, 120 Peckham Hill Street, London SE15 5JT.

Mountview is committed to diversity and is an equal opportunities employer.