



## CLEANER

Job description

**Department:** Operations  
**Responsible to:** Housekeeper  
**Contract type:** Casual  
**Salary:** £11.95 per hour

Level 4 SMT
Level 3 Managers
Level 2 Managers
Level 1 Team members

## ABOUT WOOLWICH WORKS

Woolwich Works is London’s newest landmark cultural hub, housed in five historic buildings on the Royal Arsenal. Following a multi-million pound refurbishment by the Royal Borough of Greenwich, our spaces opened in September 2021 and include a stunning 1500m<sup>2</sup> former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, and a café and bars. We’re home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini’s Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the ‘Trust’), an independent not-for-profit organisation founded to run Woolwich Works. We’re working to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

### About this job

As a member of the housekeeping team you’ll clean our buildings and facilities, contributing to providing an excellent experience for all who come to Woolwich Works. Our cleaners work on a flexible rota with many of the regular shifts available being first thing in the morning, although we also have all-day shifts and work in the evenings around events.

### Is this job for you?

We’re looking for someone who wants to join a team that always delivers and contributes towards creating a world class venue in the heart of the Woolwich.

You’ll be used to physical work and be a capable cleaner even if you haven’t had a cleaning job before. You’ll have a good eye for detail and you’ll take pride in making sure things are just right. You’ll enjoy working with people, and being in a busy environment. You’ll be comfortable working on your own and as part of a team, and you’ll be passionate about the Royal Borough of Greenwich.

You’re flexible, and can handle early starts, as well as working on evenings and weekends.

## RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework. This is a Level 1 (Team) position.

### Key responsibilities specific to this job

1. To clean inside and outside our buildings as directed by our Housekeeper, Duty Managers and senior staff, both responding to cleaning needs at any given time and working to regular job lists, ensuring that the required standards are always met or exceeded.
2. To look after our stock of cleaning supplies and equipment and ensure that they're used and stored correctly, in line with any training or instruction you've been given.
3. To manage waste – emptying and taking out bins as required.
4. To undertake portorage – moving furniture, equipment and deliveries around the buildings and setting up or clearing rooms.
5. To undertake laundry as required.

### General responsibilities

1. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
2. To act as a first aider, fire marshal or Duty Manager if required by the Operations Director or Director.
3. To accommodate, support and encourage work experience placements, interns and apprentices.
4. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
5. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
6. To be responsible for undertaking training and development as required to meet the needs of the organisation.
7. To always act in the best interests of the Trust, and in line with all company policies.
8. To undertake any other duty in line with the level of the job as may be required.



## PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

### Essential skills and experience

- A. Experience of physical work and a willingness to work hard to achieve a high standard
- B. A good eye for detail and pride in making things just right
- C. Good verbal communication skills
- D. Responsible and reliable
- E. Able to both be a self-starter and respond to instructions
- F. An in-depth knowledge of and commitment to the Royal Borough of Greenwich
- G. Passionate about people, communities, diversity and inclusion

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.

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## CONDITIONS

- Hours:** You have no normal hours of work and you will be required to work on an "as required" basis. The hours offered to you will vary according to the needs of the Trust. We will notify you of the shifts that are available in advance, and you will be able to choose which of those shifts you wish to be available for and we will then allocate shifts to you. The Trust is under no obligation to provide you with work, or to provide you with a minimum number of hours' work each day or week. Once you've been confirmed for a shift you'll be expected to work it and if you don't, we may not offer you further work – but otherwise you are also under no obligation to be available for or accept work. If you do not accept any work for three months we may remove you from our Casual Worker Pool and you will have to reapply to join it if you wish to work with us again on a casual basis in future. You will be entitled to an unpaid lunch break of at least 20 minutes where your assignment requires you to work more than six hours in any one day. The specific details of breaks will be given for each assignment. This role will include evening, weekend and bank holiday working for which no additional payment will be offered.
- Location:** You'll be based in Woolwich, south east London. The exact location will be subject to change during your employment. We may require you to work elsewhere or travel within the UK as part of your job.
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- Holiday:** You are entitled to the equivalent of 5.6 weeks holiday during each holiday year (including the usual eight public holidays in England and Wales).  
As you don't work the same hours each week, your holiday entitlement will be calculated based on the number of hours you actually work and accrue as you work. The Trust's holiday year runs between 1 April and 31 March.  
We may require you to take (or not to take) holiday on specific days as notified to you, including when we are closed.
- Notice period:** If we have offered you work that you have accepted we will give you at least one week's notice before withdrawing or changing that offer of work. We expect you to give us at least one week's notice before cancelling any shifts that you have accepted and if you do not do so or if you regularly cancel shifts after accepting them, we may withdraw any further offers of work and not offer you work in future.
- DBS check:** You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of employment that we may subsequently make, or terminate your employment.
- References and right to work:** Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.
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*From the Royal Borough of Greenwich, for everyone.*

Founder:

