

**JOB TITLE**

Janitor

**DEPARTMENT**

Venue Operations – Cleaning

**RESPONSIBLE TO**

Cleaning Manager / Cleaning Supervisor

**RESPONSIBLE FOR**

No direct reports

**JOB SUMMARY**

To ensure that a high level of cleanliness is maintained throughout the Club's stadium on a day-to-day basis, ensuring you are helpful, approachable and take pride in your work at all times.

**ROLE RESPONSIBILITIES**

- Ensure a high standard of cleanliness is maintained within allocated areas at all times;
- Adhere to health and safety rules at all times;
- Safe and proper use of, and maintenance of cleaning equipment, to include machinery (some manual handling is required);
- Ensure daily, weekly, and monthly tasks are completed in a timely manner with minimal supervision;
- Respond to incidents, such as spills, in a timely and professional manner;
- Maintain floors in a clean state by sweeping, scrubbing, mopping, vacuuming, and buffing if required;
- Empty and clean bins and collect recycling;
- Clean and sanitise bathrooms, replenishing toiletries where necessary;
- Complete all necessary paperwork during each shift;
- Provide exceptional customer service at all times;
- Communicate effectively with the rest of the team;
- Report any equipment defects following the correct procedures and without unnecessary delay;
- Attend all home league games and events held at the Stadium on dates and times as required;
- Attend all pre and post matchday cleans held at the Stadium on dates and times as required;
- Any other reasonable duties.



## ROLE REQUIREMENTS

- Perform duties with due regard to club policies and procedures and legislative requirements at all times;
- Ensure implementation of the clubs health & safety, safeguarding, welfare and equality policies to create a safe working environment for all;
- Maintain an awareness of data best practice and ensure working practices are appropriate in collaboration with club's legal/compliance/other relevant functions;
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required.

## QUALIFICATIONS

### Essential

- GCSE, or equivalent, in Maths and English grade C or above.

### Desirable

- Relevant Cleaning Qualifications, such as NVQ Level 2;
- Relevant industry training such as C.O.S.H.H or B.I.C.

## KNOWLEDGE, SKILLS & EXPERIENCE

### Essential

- Previous experience working in a similar role;
- Ability to work well with minimal supervision and as part of a team;
- Ability to manage your time efficiently;
- Strong communication skills;
- Flexibility to work all home matchdays (minimum of 19 league home games), during the season, to include weekends, evenings, and public holidays.

### Desirable

- Basic First Aid training;
- Safeguarding and/or Equality training;
- Customer facing experience.

## CRIMINAL RECORD CHECK REQUIREMENT

This role does not require a criminal records check (CRC) at this time.

Where a role requires a CRC this must be obtained by the Club.



## GENERAL STATEMENT

All employees of the Club must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

## SAFEGUARDING & WELFARE STATEMENT

The Club is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Club to share and endorse this commitment.

As part of this commitment, all staff are expected to undertake regular safeguarding and welfare related training and to ensure the environments in which they work remain safe at all times. This includes ensuring 'best practices' are adopted at all times and incidents or concerns are proactively reported. Safeguarding is considered everybody's responsibility.

## EQUALITY, DIVERSITY & INCLUSION STATEMENT

The Club is committed to equality, diversity and inclusion, encapsulated by the Club's brand United As One, and believes in equal opportunities for all. We expect that all staff, volunteers and others associated with the Club share and endorse this commitment in a positive manner. The club does not tolerate any form of direct or indirect discrimination, victimisation or harassment. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy which can be found at [www.nufc.co.uk/UnitedAsOne](http://www.nufc.co.uk/UnitedAsOne) .