



## Job Description

**Job title:** Facilities Operative

**Department:** Facilities

**Responsibilities:** General cleaning around the island.  
Recycling and waste disposal.  
Conduct compliance checks with support.  
Carry out minor maintenance.

**Reports to:** Visitor Services Manager

**Contract:** Permanent  
37.5 hours per week (Sunday to Thursday) - 08:00-17:00

**Salary:** £23,068.50

Area of  
responsibility/tasks

- To proactively carry out cleaning duties according to the daily, weekly and occasional schedules plus undertake any non-routine cleaning tasks as instructed by the Visitor Services Manager.
- To ensure that cleaning is carried out thoroughly in all areas to a very high standard.
- To ensure that cleaning signs are placed in any wet or unsafe areas.
- To ensure all cleaning equipment is cleaned, well maintained and stored correctly.
- To use cleaning materials appropriately and economically and use the relevant PPE when necessary.
- To monitor levels of stock and order cleaning supplies as necessary through the Visitor Services Manager.
- To maintain a high standard of refuse management, including the removal of all daily waste and recyclable waste.
- To load up the flatbed vehicle and remove waste bins to offsite facility when required.
- To complete compliance based checks across the island with instruction and support, including but not limited to

	<p>legionella, emergency lighting, fire hydrants, fire extinguishers, fire doors, carbon monoxide detectors, fire alarm tests, pull chords, hearing loops, gas tanks, cold water boosters, visual electrical inspections, RCD checks, Generators, Access ramp, Radon, First Aid boxes &amp; Defib checks.</p> <ul style="list-style-type: none"> <li>• To report general maintenance where required on a daily basis.</li> <li>• To carry out minor maintenance tasks when required.</li> <li>• Wear the required uniform, be clean and tidy.</li> <li>• Be punctual and complete tasks in a timely manner.</li> <li>• To undertake any other duties of a similar level and responsibility as may be required.</li> </ul>
Customer service	<ul style="list-style-type: none"> <li>• To provide a great service to all our external and internal customers.</li> <li>• To be smart, polite and helpful at all times.</li> <li>• To be aware of all the activities offered on the Mount and be able to answer broader questions (or know who to ask).</li> </ul>
Health and safety	<ul style="list-style-type: none"> <li>• To take responsibility for your own health and safety, and that of those around you, at all times.</li> <li>• To comply with current HSE and COSHH regulations.</li> <li>• To be aware of, and comply with, the company's health and safety policy.</li> <li>• To report any health and safety issues to the Visitor Services Manager.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Maintain radio contact whilst on duty using ear pieces at all times when provided and following the current radio procedure.</li> </ul>
Vision and values	<ul style="list-style-type: none"> <li>• Be aware of the company's vision and understand your role as part of a team in aiming to the future to achieve it.</li> <li>• Know the company's values and uphold them at all times whilst at work.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Discretion in the castle operation is essential.</li> <li>• Attend staff training/meetings and seasonal event days when required.</li> <li>• Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.</li> </ul>