

## Job Description

### Seafront Facilities Assistant



#### Role Profile

Service/Team	Housing / Seafront Operations
Reports to	Seafront Facilities Supervisor
Responsible for	N/A
Number of posts	10+
Post number	9569

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by** ensuring the seafront toilets and associated areas are maintained to the highest standards of cleanliness which provides safe and clean facilities for all members of the public.

Career Grade      Casual

#### Job Overview

To clean and maintain the seafront toilets/facilities to the standards specified by the Seafront Facilities Supervisor as directed. To also provide the highest level of customer service to all members of the public and support to the wider Seafront Operations Team.

#### Key Responsibilities

- To clean and maintain all facilities across the seafront by ensuring each toilet is attended to and kept at a constant standard of cleanliness
- To ensure all cleaning equipment is always correctly stored and kept sufficiently stocked to maintain the operation
- To assist in daily/weekly checks across all seafront facilities to ensure all defects are reported for repair in a timely manner
- To ensure the security of the seafront and associated facilities by securing all areas in accordance with the laid down procedures
- To provide a helpful and courteous service to all members of the public by assisting with general enquiries where possible
- To comply with all Health and Safety policies and procedures
- To undertake any other duties from time to time commensurate with the grade and responsibilities of the post

#### Specific Qualifications and Experience

- Previous experience of working with the public
  - In any setting, demonstrating an appreciation for diversity in both customers and colleagues, considering their specific needs
- Previous experience of working in an outdoors environment
  - In any setting, with an understanding of the challenges that arise from working outdoors
- Previous experience of using cleaning equipment
  - In any setting, with an understanding of personal safety and the safety of others

#### Personal Qualities & Attributes

- Excellent attention to detail
- Effective time management skills and ability to prioritise essential tasks
- Strong communication and interpersonal skills
- Good customer care skills
- Self-motivated and able to work with minimal supervision
- Ability to work well within a team

#### Job Requirements

- Work requires physical effort and risk to personal safety
- Elements of work are likely to be performed in challenging environmental/weather conditions
- This role may involve driving
- Flexibility to work in various locations across Bournemouth, Christchurch and Poole Seafront as required
- Must be able to travel to and from work, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
- Flexible working – weekends and bank holidays as required and in line with the needs of the business