



THE QUEEN'S CLUB

Job Description

Job Title: Cleaner

Purpose: Provide a high-quality cleaning service across all buildings and areas of the Club and help support and build the reputation of The Queen's Club as the finest racquet sports club in the world.

Reports to: General Manager & Duty Managers

Key Liaisons: Members, Club Assistants, management and staff

Key Responsibilities:

Cleaning:

1. Clean allocated Club areas to the standards required following and completing the daily cleaning checklist issued.
2. Clean other areas as requested by the Duty Manager or Senior Cleaner.
3. Ensure all fire doors remain closed in accordance with the Club's fire procedures.
4. Ensure the cleaning department e-mails are checked on a daily basis taking personal responsibility to share this duty as part of the team.
5. Ensure the departmental radio is carried on a daily basis taking personal responsibility to share this duty as part of the team.
6. Assist in Tournament activities as directed by the Senior Cleaner/Duty Manager.
7. Report all maintenance or repair issues immediately to the Duty Manager personally or by e-mail.
8. Provide a friendly and helpful service to any Member or Club guest as required.
9. Be vigilant regarding Club security reporting any concerns/suspensions to security or the Duty Manager.
10. Hand in any lost property found to the Duty Manager.
11. Ensure any Club keys are kept adequately secured, collected and returned to security at the start and end of the shift.
12. Maintain an up to date knowledge of Club events and help promote social activities and events to Members as appropriate.

Health and Safety (H&S); Safeguarding and Child Protection:

1. Ensure The Queen's Club safeguarding policy and procedures are followed at all times.
2. Work within the statutory health and safety requirements generally. Reporting any issues of health and safety as seen across the Club to Security/Duty Manager to ensure required safety standards are met.
3. Work safely at all times adhering to Manual Handling Regulations.

4. Store and use all chemicals and cleaning products according to product instructions. Locking all products away at the end of each shift and adhering to the Club COSHH standards at all times.

General Requirements:

1. Make suggestions and recommend any improvements to the Duty Manager.
2. Assist where possible and where asked by the Duty Manager.
3. Help control costs wherever possible.
4. Attend internal meetings as required.
5. Conduct all aspects of your work and behaviour in line with the values of The Queen's Club.

If you have the skills required and would like to join our team working with people who are passionate about delivering a high level of service then please submit your C.V along with a cover letter to recruitment@queensclub.co.uk

Please note that by applying for this vacancy you accept The Queen's Club Recruitment's Privacy Policy and GDPR Policy which a copy can be obtained from HR and therefore give us consent to contact you.