

JOB DESCRIPTION

Job Title: Site Hygiene Operative

Job Family: Visitor Services

Job Ref: F&E001

Job Family Definition

Roles within the Facilities & Estates job family are dedicated to the safe, strategic and operational management of Eden sites from the design and implementation of capital projects, through to the maintenance of buildings and equipment, and the provision of estate facilities which enhance visitor enjoyment.

Role Purpose

Responsible for the actual day to day delivery of cleanliness and hygiene and for various operations associated with sorting and processing waste recycling streams across the Eden Project as directed by Line Managers, whilst also actively contributing to the education and enjoyment of visitors.

Key Accountabilities

1. Responsible for measuring and sorting waste streams into separate clean recyclables, undertaking timely and accurate completion of waste and cleaning records and hygiene related administration as required with edens strict cleaning, waste and recycling management routines.
2. Undertakes allocated waste & cleaning routines and ad-hoc cleaning duties as directed, ensuring all tasks are completed to the required quality standards and within agreed timescales.
3. Maintaining a clean and tidy destination, ensuring all activities are undertaken in accordance with Eden's policies and procedures whilst complying with Health and Safety and COSHH regulations.
4. Responsible for the cleanliness of edens onsite accommodation and action changeovers within agreed timescales.

5. Responsible for specialist cleaning procedures including pressure washing, mist sanitation, road sweeping and deep cleaning.
6. Flexibility to action other reasonable requests as delegated by a senior manager to assist the wider team deliver a world class visitor experience.
7. With the appropriate training and support you may be required to work in the retail and admissions, hospitality and events or security and car parks team according to business need.

Demands of the role

Education & qualifications	The jobholder would be required to work towards CIEH and Health & Safety level 2 qualifications. Numeracy and literacy must be at a sufficient level to enable the jobholder to maintain accurate records and to use basic IT programmes. A full driving license is essential.
Knowledge & skills	Conversant with standard industry operator level Cleaning, Hygiene and Waste management procedures.
Decision- making	Most decisions are routine in nature, drawing upon the jobholder's existing knowledge and skill. Any complex or serious situations which fall outside of existing procedures are always referred to a Line Manager to address.
Resourcefulness	Collaborates with colleagues and Line Managers to devise innovative and creative ways to improve the efficiency and effectiveness of hygiene and waste management procedures and practices.
People & asset management	Assists less experienced staff and trainees providing on-the-job coaching as required. A shared responsibility for the care and maintenance of hygiene and waste management equipment and machinery and for ensuring the safe and secure storage of hazardous substances.
Communication & visitor experience	The job holder may occasionally be required to engage, communicate and interact with colleagues and visitors, imparting knowledge, exchanging information and providing hygiene or waste management guidance.
Operational environment	The role regularly requires physical effort such as bending, lifting and climbing within a variety of exposed climatic environments.
Additional features	The job holder is required to continuously develop their technical hygiene and waste disposal knowledge, keep abreast of current Health & Safety regulations. They must be confident driving larger vehicles and plant including a Transit flatbed truck and mechanical sweeper.

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