



Post	Cleaning Attendants (2)
Reports to	Facilities Manager
Responsible for	Acklam Road Community Toilets Initiative
Hours per week	35 hours per week between 9am and 6.30pm, with evening, weekend and some shift work (full-time and part-time hours will be considered)
Contract Type	Permanent
Full-time Salary	£24,880 per annum
Location	Acklam Road, London W10 5XL

The Westway Trust is a unique charity that stewards the resources of 23 acres of space under the Westway A40. In 2019, a local community campaign ensured that the Board of the Trust is led by local people and the Westway Trust now works together with the local community to enable North Kensington to thrive.

In 2021 a new plan was created for the organisation. This plan set a new vision, mission and values and the Trust now has a clear transformation programme to achieve social, environmental, and economic wellbeing and justice. Our leadership team is testament to our values as we strive for excellence and to deliver our ambition, we work with a full range of stakeholders including around 80 Member Organisations. You can see the organisations plan at:

www.westway.org/about-us/horizon-plan/

The estate is home to more than three acres of public green space, 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 4 car parks, 34 offices, 32 shops, and an Olympic-registered skate park.

We already receive more than one million visitors each year to the estate, and we want to expand the community, cultural, retail, sporting, and enterprise opportunities here together with improvements to the public realm so that it is a place the tenants and community is proud of, and even more visitors can enjoy.

Job Purpose

The purpose of this job is to provide supervised access to the Acklam Road Toilets and to ensure that the facility and its surroundings are well maintained to a high standard, checked regularly and kept clean, secure and inviting to users at all times, and that the public feel safe when using the facility.

Principal Accountabilities

The list below outlines the principal duties and tasks related to this role.

- To open and lock the facility and return the key to the Trust's offices.
- Effectively and efficiently manage the access control system.
- Prepare and maintain an efficient cleaning plan and routine.
- Use general cleaning equipment and chemicals properly.
- To ensure that all toilet cubicles (toilets seats, pans, urinals, basins and door furniture) are clean and fit-for use.
- Sweep, wet mop, and floor polish designated areas.
- Wash and wipe walls as and when required.
- Clean glass surfaces, mirrors, and windows.
- Properly clean all sanitary appliances, fittings, and areas on a regular basis as directed.
- Replenish towels, soaps, and toilet rolls as and when required and maintain cleaning equipment and supplies.
- To report to the Facilities Manager when stock levels of soap, toilet rolls etc. are low.
- Coordinate and work positively in collaboration with other members of the cleaning team.
- Ensure that all health and safety regulations and sanitation guidelines are adhered to.

- To be familiar with and observe Westway Trust's Lone Worker policy (if working alone).
- Organise and execute periodical heavy cleaning tasks and special projects.
- Keep all public spaces and environment neat and tidy.
- Use bleach and other disinfectants to disinfect and sanitise toilets and urinals.
- Carry out periodic checks of the facility to ensure cleanliness and safety.
- Report repairs and replacements that are required when encountered while cleaning.
- To report all accidents, incidents and injuries to any persons in the toilets, no matter how minor.
- Empty waste bins and replacing liners.
- Report any emergencies that might occur promptly and accurately.
- Disseminate information about the Trust's activities and Acklam Road toilet facilities.
- Any other duties as may reasonably be required.

Person Specification

The role requires a good physical stamina.

- The physical ability to bend, reach, stretch, and walk during the daily routine, with the ability to stand for a long period of time; ability to effectively push vacuum cleaner and other cleaning equipment for extended periods of time.
- A minimum of 3 years of proven experience as a cleaner in any institution or organisation. Adaptability and flexibility to focus on whatever task is most important at any given time.
- Demonstrable commitment to implementing the Trust's equality, diversity and inclusion policy.

Essential Experience, Skills and Attributes:

- Good communication skills as a general cleaner is required to possess the ability to accept, understand, and follow instructions and to deal with users and the public in a professional manner.
- Confident and energetic approach to work.
- Adequate knowledge of cleaning chemicals and supplies.
- Ability to work at both team and independent levels.
- Ability to adapt to change in schedules, with good time management skills.
- A willingness to learn.
- Attention to detail to perform a thorough job.
- Ability to complete physically demanding tasks.
- Integrity, reliability, and trustworthiness to work independently.

Desirable Experience, Skills and Attributes

- A minimum of 3 years experience of cleaning in any organisation.
- The ability to determine which task is most important at any given time.

The ideal candidate will demonstrate the Trust's Values— Courage, Equity, Integrity, Openness and Sustainability — at all times in their work and behaviours.