

## City of Edinburgh Council job description

<b>Post title</b>	Facilities and Housekeeping Assistant
<b>Directorate</b>	Children Education and Justice Services
<b>Service</b>	Wider Achievement and Lifelong Learning Outdoor Learning and Adventure Education
<b>Responsible To</b>	Facilities Coordinator
<b>Number of post holders</b>	Various across centres

### Purpose of job

To be responsible for the general cleaning, practical laundry tasks and basic catering support within the Outdoor Centre in accordance with service standards and health & safety requirements, under the direction of the Facilities Coordinator.

The role supports both school groups and commercial/hospitality guests, ensuring the facilities are clean, safe, and welcoming to a high professional standard.

The post holder will handle cleaning materials and equipment in a safe and conscientious manner at all times, contributing to the delivery of an excellent visitor experience.

### The what - major tasks and job activities

- Empty litter and recycling bins.
- Clean all surfaces, glass, floors, furniture, fixtures, and fittings across a variety of Centre buildings, including but not limited to accommodation, dining areas, communal spaces, and activity areas.
- Clean and disinfect all sanitary areas, toilets, showers, and changing facilities, replenishing consumables as required.
- Carry out emergency and reactive cleaning, including removal of spillages (including body fluids), post-activity clean-ups, and weather-related cleaning.
- Handle and store laundered and used linen, including receiving bed linen from an external supplier, and carry out basic in-house laundry for smaller domestic and activity items, in line with manufacturer's and infection control guidance, and ensuring presentation standards suitable for both school and commercial guests.

- Maintain guest bedding across the accommodation, which may include stripping and making beds (single, double and bunk), occasional mattress turning, and deep cleaning of duvets, pillows, and covers, ensuring they are clean, safe, and ready for incoming groups.
- Maintain the cleanliness and hygiene of specialist areas such as drying rooms and outdoor equipment stores.
- Care for and maintain all equipment used in carrying out duties.
- Report safety or maintenance issues promptly to the Facilities Coordinator or other relevant staff.
- Support cleaning and domestic tasks in other Centre buildings as required.
- Inform an appropriate member of staff when security or safety risks arise, and take appropriate action when safe to do so.
- Deliver work to specification requirements and cooperate with performance measurement to ensure agreed standards are met.
- Provide courteous and professional assistance to guests and visitors when required, enhancing the Centre's reputation for quality service.

### **The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making**

- Knowledge of cleaning methods, equipment, and safe working practices, including COSHH and infection control procedures.
- Good communication skills, with the ability to work around and interact positively with guests of all ages, including children, young people, and adults in educational and hospitality settings.
- Applied knowledge of cleaning within Council policy, practices, and processes, supported by relevant training such as the BICS "Licence to Practice", REHIS food hygiene, and in house and corporate Health and Safety courses.
- Ability to work independently and manage time effectively to meet operational demands.
- Demonstrates a commitment to high standards of cleanliness, presentation, and guest service.
- Willingness to undertake relevant professional development.

### **Environment - work demands, physical demands, working conditions, work context**

- The post holder will follow an agreed roster and work schedule, with flexibility required to meet operational demands such as guest changeovers, large group arrivals, and commercial bookings.
- Work involves physical activity, including standing, lifting, bending, and carrying equipment or laundry, and use of manual and powered cleaning equipment in accordance with health and safety guidelines.
- Duties are carried out in varied environments, including guest accommodation, dining halls, washrooms, activity spaces, and occasionally outdoor areas.
- Exposure to body fluids, cleaning and laundry chemicals, outdoor debris.
- Tasks may require the use of PPE and will be carried out in accordance with risk assessments and operational procedures.
- The role involves working in both occupied and unoccupied areas, requiring awareness of health & safety and customer care processes.

### **Supervision and management of people**

- No direct line management responsibility, however may be required to support the induction of new staff in the absence of a supervisor.

### **Resources the job holder will be responsible for**

- Responsible for the safe and effective use of cleaning and laundry equipment, catering utensils, and cleaning products.
- May be required to open or secure Centre buildings, ensuring premises are safe and secure as per building requirements

### **Contacts and Relationships**

- Daily contact with colleagues, supervisors, and guests.
- Regular interaction with visitors, contractors, and other service providers, requiring a professional and customer friendly approach.

### **Additional information - health and safety (DO NOT AMEND THIS SECTION)**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#)