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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Cleaner

**SALARY**: £24,665 - £24,935 pro rata

**HOURS**: Various contracts available. Shifts will include some early morning and/or early evenings, weekends and bank holidays.

**LOCATION:** Inverness Castle Experience

**HOME WORKING:** This post is not suitable for home working

**RESPONSIBLE TO:** Cleaning Supervisor

**JOB PURPOSE:** To be responsible for the cleanliness of all areas of Inverness Castle Experience on a day to day basis. Working positively and collaboratively with the wider Inverness Castle Experience team and High Life Highland. Support the delivery of an excellent visitor experience.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance.
2. Deliver the highest possible standard of customer service.
3. Ensure that the level of cleanliness and hygiene within the facility meets the high standards expected by High Life Highland.
4. Operation of powered equipment, lifting & handing and climbing of stairs.
5. Ensure the safe use of materials, chemicals and equipment.
6. Ensure that all equipment is maintained in good working order and operated safely at all times and any damaged equipment, area or building fabric is reported to the Cleaning Supervisor or Duty Manager immediately.
7. Pursue continuous professional development and contribute to the continuous improvement of Inverness Castle Experience and High Life Highland as a whole.
8. Attend and undertake any training online or in person.
9. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
10. Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness.
11. Work on a rota basis, including some evenings, weekends and bank holidays.
12. Undertake all tasks in accordance with High Life Highland policies and procedures, including health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

May 2025

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Cleaner

**LOCATION:** Inverness Castle Experience

**ESSENTIAL ATTRIBUTES:** In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

**EXPERIENCE**

* Working in a customer orientated environment
* Cleaning experience

**EDUCATION AND QUALIFICATIONS**

* No formal qualifications are required for this post

**SKILLS/ATTRIBUTES GENERAL**

* Must be able to work under pressure
* Can work effectively as part of a team or on own initiative
* Able to follow instructions
* Punctual & reliable

**SKILLS/ABILITIES SPECIFIC TO THE POST**

* Hard working
* Attention to detail

**INTERPERSONAL AND SOCIAL SKILLS**

* Good communication skills
* Positive attitude
* Good customer care when in contact with visitors