

Mainland Facilities Operative Job Description

Reports to:	Car Park Manager
Line management responsibilities:	None
Salary:	£12.75 per hour
Hours of work:	Variable
Contract type:	Fixed Term 1 st April to 30 th September
Notice period:	Four weeks
Holiday:	28 days (including bank holidays)
Usual place of work:	Folley field and Gwelva Car Parks

The role

- To undertake regular cleaning of Follyfield and Gwelva public toilets.
- Ensure Car Parks and boat landings meet the set standard.
- To clean all staff facilities on the mainland.
- Assist the Car Park and Guiding teams as necessary

Knowledge, experience & general attributes

No previous experience is required, but a positive, can do attitude is a must.

Specific tasks associated with this role:

To undertake regular cleaning of Follyfield and Gwelva public toilets.

- Ensure that both sets of toilets receive regular cleaning throughout the day to meet the requirements of the large visitor footfall in Marazion.
- Monitor stock level of cleaning supplies, toilet roll and hand soaps and report to the Car Park Manager when these need ordering.
- Advise the Car Park Manager of any damage to infrastructure or maintenance requirements.

Ensure Car Parks and boat landing meet the set standard.

- Assist car park staff in performing daily litter picks to maintain a high level of cleanliness.
- Assist with the upkeep of the Car Parks and surrounding areas such as repairing damaged fencing or groundwork tasks and clearing seaweed from the slipway and causeway.
- Monitor levels of waste in the public bins and notify the Car Park Manager if additional collections are required.
- Use the Car Park buggy and topper to maintain the grass in Overflow Car Park.
- Mark spaces in the Overflow Car Park using equipment provided.

To clean all staff facilities on the mainland.

- Make sure staff rest rooms and break rooms are kept to an appropriate degree of cleanliness.
- Monitor hand towel and toilet roll levels in the staff toilet, replacing when required.
- Inform the Car Park Manager of any consumables that need ordering.

Assist the Car Park and Guiding teams as necessary.

- Provide assistance for the mainland guiding offering. This will include selling tickets, changing boat landings and answering questions about St Michaels Mount.

- Provide assistance for the Car Park team. This will include helping people pay at the ticket machines, parking vehicles in the Overflow Car Park and answering questions about St Michaels Mount.

Customer Service

- Provide a polite greeting and farewell.
- Be approachable, polite and helpful at all times.
- Provide an excellent customer service to all visitors by sharing information with them in a knowledgeable, approachable and courteous manner.
- Be aware of all the services provided on the island, assisting visitors wherever possible with wider enquires (e.g. about events in the local area), or know how to find out.
- Wear the correct uniform whilst on duty if provided.

Health & Safety

- Be vigilant of health and safety, know how to report concerns.
- Act promptly in an emergency or if a first aider is required.
- Attend all necessary training.
- Model the behavioural values of St Aubyn Estates at all times: honest, considerate, energetic, responsible, resourceful.
- Undertake any other tasks as reasonably requested by the F&B Manager, Head of Operations or the St Michael's Mount Duty Manager.

Communication

- Maintain radio contact whilst on duty using ear pieces at all times when provided and following the current radio procedure

Vision and values

- Be aware of the company's vision and understand your role as part of a team in aiming to the future to achieve it.
- Know the company values and uphold them at all times whilst at work.

Other

- Attend staff training/meetings and seasonal event days when required.
- Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision