

# JOB DESCRIPTION

POSITION	Housekeeping Assistant
REPORTS TO	Housekeeping Supervisor
DEPARTMENT	Customer Experience
CONTRACT	Annualised

## VISION, MISSION AND VALUES

**Our Vision**

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

**Our Mission**

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

**Our Values**

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

## ROLE PURPOSE

*To work within our Housekeeping team to provide a high standard and pleasant, clean environment for all visitors. Early morning cleaning from 6am – 10am and some evening work may be required.*

**KEY RESPONSIBILITIES**

- To implement the GSC Customer Service promise. Offer a fun, safe and welcoming environment to all customers.
- To provide an integrated, co-ordinated and professional level of service to our customers at point of contact.
- To work within the standards of the Glasgow Science Centre’s health and safety policy.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.
- To ensure the site is in a clean, safe and proper condition for customers.
- To use own initiative and clean areas that may need additional attention unsupervised.
- To work with a small team to a high standard providing a pleasant, clean environment for all customers.
- To work proactively within the remit of the cleaning specification operating a daily, weekly and monthly regime.
- To provide a high standard of customer care at all times providing a helpful and friendly service
- To ensure GSC is operational within required timescales.
- To assist in the movement of furniture and fixings as required
- To use equipment provided including powered equipment safely (training provided).
- To clean equipment daily to ensure continued good working order.

**PERSON SPECIFICATION**

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Previous experience in cleaning		X
Work without supervision and act on own initiative	X	
Proactive outlook on cleaning requirements		X
Work as part of a small, committed and vital team	X	

## Personal Qualities

- A high degree of commitment to GSC's vision, mission and values.
- A flexible approach to meet overall deadlines and needs of GSC, both within and out-with your own department.
- Able to work flexible days / hours (including Evenings/ Weekends / Bank holidays).
- Able to work early morning cleaning shifts from 6am - 10am
- Ability to display an inclusive approach when working with a diverse range of people.
- Ability to work effectively as part of a team unsupervised.
- Ability to work under pressure and remain calm in difficult situations.
- Well presented in accordance with GSC's uniform policy.