

Job Description – Facilities Attendant

Reporting to: Site Supervisor

Hours: 30 weekly

(predominantly afternoon and evenings, with occasional additional hours for events and cover where agreed)

Salary: £12.71ph

About Crofton Community Hub

Crofton Community Hub provides the people of Hill Head and Stubbington with a thriving community facility – a place that is welcoming, inclusive, and a first choice for local activities and events. We are proud to be a hub for community life and to offer opportunities for people to connect, learn, and take part in activities that enrich the local area.

Purpose of the Role

The Facilities Attendant plays a key role in ensuring the Centre remains clean, safe, and welcoming for all users. This includes carrying out daily cleaning routines, supporting room setups and changeovers, assisting customers on site, and helping maintain high standards throughout the building during operational hours.

Key Outcomes

By thriving in this role, you will

- **Maintain a clean and hygienic environment** – Carry out scheduled and reactive cleaning of toilets, communal areas, activity rooms, corridors, and entrance ways.
- **Ensure safety and good order in the Centre** – Monitor the condition of facilities and report maintenance issues promptly.
- **Support room setups and clear downs** – Prepare rooms according to hirer requirements and ensure rooms are left ready for the next users.
- **Provide a welcoming presence** – Be visible, approachable, and helpful to customers and hirers using the Centre.

- **Respond to immediate issues** – Handle cleaning emergencies promptly and report incidents.
- **Contribute to smooth operations** – Work collaboratively with the facilities and bookings team.

Skills and Competencies

- Experience of cleaning in a customer-facing or commercial environment is desirable.
- Must hold certificates in basic COSHH and health and safety standards.
- Able to follow cleaning schedules and maintain high hygiene standards.
- Physically able to carry out tasks including lifting and moving furniture.
- Good interpersonal and communication skills.
- Observant and proactive in identifying issues.

Personal Qualities

- Friendly, approachable, and customer focused.
- Takes pride in maintaining a clean, safe, and welcoming environment.
- Reliable and able to work independently.
- Calm and confident during unexpected situations.
- Flexible and willing to support the needs of the Centre.

Training and Development

Training will be provided in infection control, health & safety, manual handling, cleaning equipment use, and room setup procedures.

Additional Information

The postholder may occasionally be asked to support weekend or event cleaning.

All cleaning materials, equipment, and protective clothing will be provided.

On-Call and Keyholder Duties

The Duty Officer will participate in the facilities team's on-call rota and may be required to attend site outside scheduled shifts in response to alarms, emergencies, or

contractor access requests. Callout time will be compensated in line with the on-call policy.