



## **FACILITIES (TOILET'S) CLEANER – COMMERCIAL OPERATIONS JOB DESCRIPTION**

### **Reports to**

Commercial Operations Manager and Duty Manager - Commercial Operations

### **Working pattern**

**Weekends and Bank Holidays –**  
Typical Shift 13:00 pm till 18:00pm  
(Remuneration **£15 per Hour**)

### **Contract Type:**

Casual – Seasonal Employment

### **Main objective**

To ensure the safe and effective operations and high levels of Cleanliness of all Toilets and Facilities at Folkestone Harbour & Seafront.

### **Main duties**

1. Continually carry out cleaning duties which include ensuring all Facilities / Toilets on site are kept clean to a high standard and fully stocked throughout your shift.
2. Effectively handle all customer feedback and proactively and professionally communicate to customers.
3. Patrol sites areas as directed and ensure that these areas are clean, tidy, well presented and safe for visitors.
4. A willingness to confidently learn and understand all elements of our activity, traders and knowledge of the site for the benefit of your role and to be prepared to answer questions from the public and traders.
5. Report any customer behaviour that is not appropriate to management, Harbour Operatives or security.

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6. Report to management or Harbour Operatives if weather is creating dangerous conditions
7. Report and maintenance issue to Duty Manager and Harbour Operations team.
8. Ensure all areas of Folkestone Harbour and Seafront are presented to the highest possible standards.
9. Stay aware of the safety and security of the site, using personal walk-about and visual inspections.
10. Comply with all health & safety policies and procedures, both on a routine basis and in the case of any emergency.
11. Undertake work-related training and maintain qualifications as directed.
12. Attend meetings as required.
13. Complete any other task reasonably associated with the role as requested by Management.

The description above is intended to describe the general nature and level of work being performed by the job holder. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

We reserve the right to change, modify or cancel any of the above or items in line with business needs.

Signed: .....

Print Name: .....

Date: .....

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Folkestone Harbour & Seafront Development Co. is a trading name of Folkestone Harbour Limited Partnership,  
principal place of business Strand House, Pilgrims Way, Monks Horton, Ashford, Kent TN 25 6DR  
Registered in England, Registration No LP011912



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