

## committed to helping everyone live their best life

Working for us is much more than just a job. You'll become one of our own, part of our inspiring Active Tameside family, bound together by a strong sense of belonging which only comes from like-minded people, passionate about helping people to live their best lives.

As an awarding winning and compassionate Charitable Trust, we have your health, wellbeing and happiness at heart, offering excellent training, development and career progression, a host of benefits including a local government pension scheme and free Active Premier membership with access to all 7 of our facilities. Membership includes gym, classes, general swim, spa and exclusive Les Mills virtual classes on our app - all worth £37.29 per month.

**So, what are you waiting for? Become part of something different and help us make a difference.**

## Facility Attendant

<b>Salary:</b>	£23,543.77 p.a pro rata for part-time under 21 years of age £25,977.33 p.a pro rata for part-time 21+ years
<b>Location:</b>	Active iTrain
<b>Working hours:</b>	35 hours per week
<b>Contract type:</b>	Permanent
<b>Closing date:</b>	8 <sup>th</sup> May 2026
<b>Interview date:</b>	15 <sup>th</sup> May 2026
<b>Job Reference:</b>	AT243

## how to apply

To apply for this position please fill out the form online or alternatively complete an application form and return it to **HR@activetameside.com** or Human Resources, Active Tameside, Active Ken Ward, Hattersley Road East, Hattersley, Hyde, SK14 3NL.

Application forms can be found on **www.activetameside.com/job-vacancies** or email **HR@activetameside.com**. For help or advice in completing the application form please contact Human Resources on 0161 366 4814.



## here for Tameside, not for profit.

Active Tameside is a registered charity which means 100% of our profits go back into ensuring the best possible facilities and services for the Tameside community.

Find out more at [activetameside.com/charity](https://www.activetameside.com/charity)



[activetameside.com](https://www.activetameside.com)

## job description

To ensure a clean, safe, and welcoming environment for all users by delivering high-quality cleaning services. This role is essential in maintaining hygiene and operational standards, creating positive experiences for customers and supporting the organisation's objectives. And to undertake any duties commensurate with the role, as required, to meet the needs of the organisation and ensure the smooth delivery of services.

**In accordance with working time regulations, applicants must be aged 18 or over to be eligible for this role.**

## rota

	Week 1		Week 2		Week 3	
Monday	Day Off	0	5am-13:00pm	7.5	15:00pm-23:00pm	7.5
Tuesday	14:30pm-23:00pm	8	5am-13:00pm	7.5	12:00pm-20:00pm	7.5
Wednesday	14:30pm-23:00pm	8	5am-13:00pm	7.5	Day Off	0
Thursday	14:30pm-23:00pm	8	5am-13:00pm	7.5	Day Off	0
Friday	14:30pm-23:00pm	8	5am-13:00pm	7.5	Day Off	0
Saturday	Day Off	0	Day Off	0	7:45am-6pm	10.25
Sunday	Day Off	0	Day Off	0	7:45am-6pm	10.25
		32		37.5		35.5

Total = 105  
Average hours per week 35

## role profile

<b>Role Title:</b>	Facility Attendant
<b>Grade:</b>	A
<b>Date:</b>	January 2025
<b>Responsible to:</b>	Duty Manager

### Accountabilities:

#### Strategic Contribution

- Support the organisation's mission by maintaining a clean and safe environment that encourages customer satisfaction and loyalty.
- Foster a positive culture that aligns with organisational values and goals.

#### Operational Responsibilities

- Perform daily cleaning tasks, including sanitising surfaces, vacuuming, dusting, and waste disposal.
- Operate cleaning equipment safely and effectively, adhering to operational guidelines.
- Ensure cleaning supplies are stocked and stored properly.
- Conduct routine inspections of areas to ensure high cleanliness standards are consistently met.

## **Customer Experience**

- Provide friendly and approachable service, ensuring customer needs are addressed promptly and effectively.
- Contribute to creating a welcoming environment that enhances the customer's overall experience.

## **Teamwork and Development**

- Collaborate with team members to ensure seamless service delivery.
- Participate in training and development opportunities to enhance skills and knowledge.
- Support colleagues during peak periods or special events.

## **Compliance and Safety**

- Follow all health and safety regulations, including COSHH and PPE guidelines.
- Adhere to Normal Operating Procedures (NOP) and Emergency Action Plans (EAP).
- Report any maintenance or safety issues promptly to the appropriate personnel.

## **Brand Representation**

- Act as an ambassador for the organisation by embodying its values and commitment to excellence.
- Uphold professional standards in all interactions with customers, colleagues, and stakeholders.

## **Requirements:**

Our recruitment process will include you demonstrating these requirements from your application form, interview and/or assessment(s):

### **Knowledge**

#### **Understanding of cleaning techniques & hygiene standards**

#### **Basic knowledge of health & safety regulations**

*COSHH certification*

*Member of relevant professional body (e.g., BICS)*

### **Skills**

#### **Ability to work well independently and within a team**

#### **Strong organisational & time-management skills**

#### **Attention to detail to maintain high cleaning standards**

*Problem-solving skills to address operational changes.*

*Ability to adapt to changing priorities & schedules*

### **Experience**

#### **Experience of cleaning practices within a commercial or public setting**

#### **Familiarity with the use of cleaning equipment & machinery**

*Previous experience in a leisure, hospitality, or healthcare environment.*

*Experience working in a customer-facing role*

**Essential Criteria – in bold.** *Desirable Criteria – in italics*

**our employee  
lifecycle**



**Hire me**

Provide a job role that enables me to utilise my unique talents ensuring individuals are fit for purpose and success.

**Develop me**

I am supported by managers that will help me develop as an individual to be the best I can be.

**Manage my performance**

Provide an environment that promotes continuous learning and development. Managers and employees are clear on their mutual expectations and managers provide helpful and constructive feedback.

**Engage and motivate me**

I am able to participate in decisions that affect me and my team. And concerns I have are dealt with urgently with any issues dealt with sensitively and with emotional intelligence.

**Thank me**

My time and extra effort are recognised and appropriately rewarded. Leaders and managers show respect for my time.

**Wish me farewell**

My feedback is appreciated and may enable continued improvements in the workplace for others.