



**MAKING  
LIFE  
BETTER**

## **JOB DESCRIPTION And PERSON SPECIFICATION**

<b>JOB TITLE:</b>	Cleaning Operative
<b>SALARY:</b>	£27,166 - £27,917 pro rata
<b>LOCATION:</b>	Invergordon Public Toilets
<b>HOMEWORKING:</b>	This post is not suitable for homeworking
<b>RESPONSIBLE TO:</b>	Leisure Manager
<b>JOB PURPOSE:</b>	Be responsible for the cleanliness of the toilets and any other areas identified on a day to day basis.

### **KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Deliver the highest possible standard of customer service
- Ensure the facility runs in accordance with guidance and training given.
- Ensure that the level of cleanliness and hygiene within the facility meets the high standards expected by High Life Highland.
- Attend training and attend meetings as requested by management.
- Ensure that the Company's Health and Safety Policy is adhered to at all times
- Ensure any health and safety checks are completed as required.
- Ensure that all equipment is maintained in good working order and operated safely at all times and any damaged equipment, area or building fabric is reported immediately.
- Assist with the delivery of the High Life Highland Role Model Behaviours Document
- Pursue continuous professional development and contribute to the continuous improvement of High Life Highland as a whole.
- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.

- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the team.
- Undertake all tasks in accordance with High Life Highland policies and procedures, including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.
- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

### **Other Duties:**

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

**Date: Feb 2026**

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth) employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*

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**ESSENTIAL ATTRIBUTES:** In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

**1. EXPERIENCE**

- Working in a customer orientated environment
- Cleaning experience

**2. EDUCATION AND QUALIFICATIONS**

- No formal qualifications are required for this post and training will be provided.

**3. SKILLS/ATTRIBUTES GENERAL**

- Must be able to work under pressure
- Can work effectively as part of a team or on own initiative
- Punctual & reliable

**4. SKILLS/ABILITIES SPECIFIC TO THE POST**

- Hard working
- Must be able to demonstrate attention to detail

**5. INTERPERSONAL AND SOCIAL SKILLS**

- Good communication skills
- Flexibility to working hours
- Good sense of customer care in dealing with the public
- Pleasant manner