



**Job Title:** Domestic Assistant

**Responsible To:** Domestic Manager / Domestic Supervisor

**Place of Work:** Based at Sheffield Arena but required to work at any site the operates should the need arise.

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### **Purpose of the Job**

To assist in the operation and smooth running of the Domestic Department by adhering to the companies' policies and procedures.

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### **Job Summary**

To maintain a clean and hygienic environment always presenting the Venue to the highest possible standards, by undertaking routine and reactive cleaning practices and following the cleaning standards manual. You will be working as part of a wider team delivering excellence to our customers and maintaining the venue for future generations to enjoy.

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### **Key Responsibilities**

- To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken.
- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.
- To ensure that quality and service standards are utilised and that you work with every member of the team focusing on providing customers with a positive experience.
- To work as a member of the Domestic team, working proactively with other members of staff both in domestic and all other areas of the business.
- To ensure that on a day-to-day basis that you are you are fully aware of your working obligations and that you are both reliable and punctual for your allocated shifts.
- To ensure your personal hygiene and uniform meets the standards set by the company at all times.
- To attend relevant staff training set out by the company even if said training is outside of normal working hours.
- To undertake, individually or as part of a team, the cleaning of designated areas and associated accommodation to ensure they are kept in a clean and hygienic condition in accordance with the high standards set by Sheffield City Trust.
- To undertake external duties such as sweeping, washing, removal of graffiti and emptying waste bins.
- To undertake internal duties such as sweeping, vacuuming, dusting, polishing, removal of refuse from designated areas.
- To clear away in accordance with company safe practice, bodily fluids, sharps, and other contaminated items if left on or near the premises.

- Undertake duties such as high cleaning, cleaning windows, stripping and re-polishing floors.
- To ensure that toilet and sanitary areas are kept in clean and hygienic condition in accordance with the high standards set by Sheffield City Trust.
- Ensure all checks are completed to include Cleaning Check Sheets.
- To operate and use powered cleaning equipment.
- Adhere to the Company policies and procedures to include appearance standards.
- Report any defects of building/equipment failure to the supervisor or Duty Manager.
- To work on own initiative in the absence of a supervisor.
- This list of duties is not exhaustive and you will be required to undertake any other duties that may be necessary.
- Adhere to the Company's health and safety policy and procedures at all times.
- To ensure the Centre complies with all current Health and Safety legislation.
- To report immediately any areas of concerns to either a line manager or Duty Manager.
- To report all defects/breakages to the line manager.
- Attend all health and safety training when required including outside normal working hours.

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### **Expected Behaviours**

**ICAN** – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

**Counter Terrorism** - To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken