



Job Description

Visitor Facility Cleaner

ACCOUNTABLE TO: Castle Custodian, Estate Property Services Manager

LOCATION: Dunvegan Castle & Gardens
MacLeod Estate, Dunvegan, Isle of Skye IV55 8WF

HOURS: Seasonal, flexible part-time rota

Dunvegan Castle & Gardens is an iconic part of Scotland's heritage at the heart of the 41,000-acre MacLeod Estate on the Isle of Skye. As the ancestral home of the Chiefs of Clan MacLeod for 800 years, Dunvegan is a multi-award-winning 5* heritage attraction, acting as a magnet for an average 180,000 visitors per year. As a major visitor attraction on the island, we operate with a diverse and friendly team who share our passion to preserve, develop and share this unique part of Highland history with our visitors.

This role is key to ensuring we maintain our 5* rated visitor attraction grading by applying our robust cleaning regime across visitor and WC facilities and some estate properties including the estate office and staff accommodation. You will work as part of a team delivering exceptional service and a warm Highland welcome to all visitors you may encounter. We are looking for a self-motivated, practical, conscientious, and hard-working individual with the ability to handle multiple tasks and allocate their time efficiently. The ideal candidate will have previous experience in a similar role with a knowledge of best cleaning practice, hygiene and Health & Safety procedures.

As we operate 7 days per week during our open season, this role would suit someone interested in working flexible hours, which may include working on some evenings and/or weekends. In addition, situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by their line manager. Onsite staff accommodation can be provided if necessary.

KEY RESULT AREAS

- Ensuring all visitor facilities and WCs in the castle, carpark and gardens are kept clean and in good working order.
- Ensuring estate properties including the estate office and staff accommodation are kept clean and well presented.
- Maintaining and replenishing cleaning supplies and equipment when required.
- Working effectively as part of a small team to deliver exceptional service and a warm Highland welcome to all visitors.
- Maintaining a close working relationship with your line manager and colleagues from other departments, including flagging any issues or circumstances that may adversely impact staff or the visitor experience in a timely manner.
- Following and enforcing the MacLeod Estate's Health & Safety and security protocols and acting according to estate policies.

This is a non-exhaustive list. Occasions may arise that require you to perform other duties or tasks as may be reasonably requested by your line manager.

RESPONSIBILITIES

CLEANING:

- Cleaning the visitor toilet facilities in the castle carpark and gardens.
- Cleaning selected estate properties including the estate office and staff accommodation.
- Helping to clean some public areas of Dunvegan Castle when necessary, as guided by the Castle Custodian.
- Checking operation of soap dispensers and hand sanitiser and replenishing as necessary.
- Checking operation of air freshener spray and replacing the canisters as required.
- Checking and replenishing urinal blocks as necessary.
- Picking up litter found in the facilities and emptying facility bins, inserting fresh bags if needed.
- Cleaning mirrors, sinks, toilet bowls, seats and urinals using the appropriate protective clothing and equipment provided.
- Wiping down any areas that visitors use regularly such as handles, locks, soap, paper dispensers, handrails, etc.
- Cleaning the baby changing facilities in the carpark disabled WC.
- Mopping the floors and using the appropriate equipment provided such as a wet vacuum when floors are wet.
- Replenishing cleaning supplies and equipment in a timely manner.

COMMUNICATION

- Maintaining regular communication with your line manager on any issues arising within the scope of this role.
- Taking care to securely store your cleaning supplies in the appropriate place and inform your line manager of any additional cleaning supplies you need before they run out.
- Reporting any faulty equipment or damage to your line manager in a timely manner.

VISITOR ENJOYMENT & ENGAGEMENT

- Meeting the 5* expectations of our visitors by ensuring that the visitor facilities are clean and in good working order.
- Working as part of a small team to ensure our visitors have a good experience at Dunvegan and receive our warm Highland welcome.

HEALTH & SAFETY/SECURITY

- Ensuring the appropriate protective clothing and equipment is always worn when cleaning.
- Taking reasonable care for the Health & Safety of yourself and others who may be affected by your actions or omissions at work.
- Ensuring that all cleaning targets are met.
- Securely storing all cleaning products and ensuring that cleaning equipment is in safe working order before use.

- Locking up and securing estate buildings and gates once work is completed.
- Following the MacLeod Estate's Health & Safety policy and security procedures.
- All employees are expected to work within the terms of their contract of employment.

KNOWLEDGE, SKILLS & EXPERIENCE

- Experience of working in similar role is essential.
- Good knowledge of general hygiene practices.
- Good knowledge of cleaning products and COSHH regulations.
- High standards of cleanliness and excellent attention to detail.
- Ability to use a variety of cleaning equipment and products.
- Ability to self-motivate and work on own initiative.
- Able to prioritise duties effectively.
- Excellent timekeeping and attendance.
- Honest, reliable, and professional at all times.
- A valid driving licence and vehicle is essential.