

# Cleaner / Support Crew

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## Role Overview:

We currently have a part-time position available to help cover our 7 day cleaning schedule. The successful candidate will be required to work a minimum of 2 shifts/ 6 hours per week, and be open to working across the full week outside of opening hours with early morning starts (7 am). There is a fixed cleaning rota but some flexibility will be required to cover when colleagues are absent, on leave, or changes to opening hours etc. We are currently looking to fill Wednesday and Sunday shifts.

There will also be the opportunity for extra hours by supporting other teams in the business subject to training. It is essential that, as a part of our team, you are willing to get stuck in and help out when other members of the team are on leave or unavailable.

Our small Support Team is key to us delivering a high quality experience, so if you're excited to help us maintain the centre and improve the way we do it, then we'd love to hear from you!

Pay: £12 p/hr (after training) + free climbing

## Accountabilities:

**Strategic:** Our cleaners are accountable for ensuring the centre is cleaned to the highest possible standard whilst upholding the companies commitment to sustainability and the environment. They work with the Health and Safety Officer to develop systems & procedures relating to cleaning schedule and tasks.

**Tactical:** Our Cleaners perform daily cleaning tasks and scheduled 'deep cleaning' (weekly / monthly / quarterly) across all areas of the centre; order and manage cleaning supplies; train and mentor new members of the team.

**Brand:** As an integral member of our team and a key component in the delivery of a 'great experience', The Support Crew are required to ensure that their standards and methods constantly uphold our core values.

## About You:

### Necessary Skills / Attributes:

- Problem solving
- High standards
- Reliable
- Organised
- Self starter

### Advantageous Skills / Attributes:

- Previous professional cleaning experience
- Comfortable performing basic maintenance tasks and using power tools
- Availability to work at short notice
- Current first aid certificate

## About Highball:

Our vision is to be a great place to work, climb, train and hangout.

Every member of our crew plays a vital role in the evolution and growth of our business so we aim to hire people who are smart, determined, and honest, and we favour ability over experience. Whilst the Highball Crew share the common values (Safety; Be Passionate; Get it Done; Keep it Simple, Never Stand Still) and vision of the company, we all hail from different walks of life, reflecting the audience that we serve.

We strive to maintain the open culture often associated with small businesses and start-ups, in which everyone is a hands-on contributor and feels comfortable sharing ideas and opinions and solving issues. Whilst the operation can at times appear huge, we are a small business and you can make a difference; positive changes can occur quickly.

As an accredited Living Wage Employer we guarantee that every one of our staff is paid a fair wage. Working hours for this role are regular and part-time, offering the ideal opportunity to work alongside studies or add a bit of variety to your work life.

**Fair Pay. Regular Hours. Funding for Training. Free Climbing.**

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## HOW TO APPLY

Please send us your CV and a Covering letter to [hello@highballnorwich.co.uk](mailto:hello@highballnorwich.co.uk). These should be in PDF format and don't forget to let us know why you want to work with us.

The closing date for applications will be Monday 2nd of December at 12:00.

The application process consists of up to three stages (an initial telephone/ Zoom Interview; a face to face interview; a trial shift/assessment) and we will require two excellent references.

Start Date: Immediate Start

