



## GENERAL ASSISTANTS (Cleaning and housekeeping)

<b>Responsible to</b>	<b>Operations Support Manager</b>
<b>Location</b>	<b>National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ</b>
<b>Salary</b>	<b>£20,056 per annum plus excellent benefits</b>

### About the role

The LTA's vision is "Tennis Opened Up" and its mission is to make tennis Relevant, Accessible, Welcoming and Enjoyable.

The General Assistant (cleaning and housekeeping) will play a key part of the team in supporting Operations delivery at the NTC - ensuring excellence in service, aligned with the new standards and vision of the NTC. The General Assistant is responsible for presentation standards, cleaning and the delivery of all setup logistics for meetings, functions, and events.

This role will require flexibility to work day, evening and weekend rota shifts as required.

### Key Accountabilities

#### Housekeeping & Cleaning

- Working as part of the team, ensure all NTC facility areas are cleaned daily to the highest standard
- Working with the Housekeeper, ensure all residential rooms are cleaned and refreshed on a daily basis, providing a 5\* service for our guests
- Take part in weekly deep cleans of the building, being responsible for areas of focus as agreed
- Be responsible for the laundry and towel service as required, ensuring clean towels are available at all times
- Provide daily support to ensure all courts are cleaned, maintained and watered indoors and outdoor, working in partnership with the Maintenance & Grounds team

#### General

- Ensure all meetings, rooms, functions and events are setup as required and presented with excellence, working in partnership with the Catering Department where appropriate
- Assist in supporting the smooth operation of the car park, during busy periods

- Support duty management shifts as required by the Operations Management team
- Work within H&S guidelines, using equipment and products appropriately at all times

## Person Specification

### Previous Experience of:

Proven experience and success in a similar facilities / cleaning role	Essential
Working in a multi-functional team	Essential
Communication/verbal skills	Essential
Working flexibly on a shift rota	Essential
Ability to prioritise tasks	Essential

### Knowledge, Training & Qualifications:

COSHH training	Essential
First aid training / qualified or willingness to undertake training	Essential
Manual handling training	Desirable

### Personal Attributes:

<i>Teamwork</i>	<ul style="list-style-type: none"> <li>• Build effective relationships at all levels to support others</li> <li>• Work effectively, inspiring and motivating other team members</li> </ul>
<i>Integrity</i>	<ul style="list-style-type: none"> <li>• Excellent problem solving and decision-making skills</li> <li>• Accuracy and attention to detail</li> <li>• Ability to work independently to meet challenging deadlines</li> </ul>
<i>Passion</i>	<ul style="list-style-type: none"> <li>• Passionate about the Vision and Mission of the LTA</li> <li>• Works positively on every task</li> <li>• Maintain a positive mind set in the face of difficult or pressured situations</li> </ul>
<i>Excellence</i>	<ul style="list-style-type: none"> <li>• Adaptable and highly organised, with the ability to multi-task and prioritise</li> <li>• Help others in the team grow and learn while doing the same</li> </ul>