



Job Title	Spa Cleaner
Department	Spa and Wellness
Approximate department size	20
Reports to	Spa Manager
Direct Reports	none
Working hours and pattern	Regular weekends required. Usually 3 weekends per month for full-time staff. 8.5 hour days with start times varying from Early shift 06.30 AM start / Late Shift 9.00 PM finish.
Will this role qualify for tronc or bonus?	Tronc

Purpose of this role

To maintain exceptional standards of cleanliness, hygiene and presentation across the Spa, Wellness and Fitness facilities at The Newt in Somerset. The role supports the safe and efficient day-to-day operation of the department by ensuring all guest and colleague areas are clean, well-stocked and maintained to the highest standards, contributing to a consistently high-quality guest experience and compliance with health, safety and hygiene requirements.

Responsibilities

- Daily cleaning and organising of Spa, Wellness and Fitness facilities, including wet areas, thermal suites, treatment rooms, changing facilities, outdoor wellness guest areas.
- Monitor operating and guest supplies for re-stock and ordering.
- Replenish laundry and amenity requirements on all spa, wellness and fitness areas
- Maintain professional hygiene levels around all areas of the spa, wellness and fitness areas including kitchen, spa bar and staff room
- Monitor, Report and coordinate with Engineering and relative departments any Maintenance and repair work on areas of the spa, wellness and fitness.
- Maintain a deep cleaning schedule for Sanitation of all areas of the spa, wellness and fitness areas including kitchen, spa bar, treatment rooms and staff room
- Maintain targeted cleaning schedule for Back of house areas.
- Assist on the daily operations and guest services of the Spa, Wellness and Fitness Areas
- Assist colleagues and other departments where required

Characteristics needed for this role

Reporting to our spa manager, we are looking for a detail-orientated and standards driven Spa Cleaner, passionate about customer service and sanitation. You will be responsible for supporting the spa team to achieve faultless standards of cleanliness and appearance throughout the spa and ensure that all departmental service standards and hygiene are maintained.



Skills and experience needed for this role
• Previous experience in a cleaning role is required • Good communication and interpersonal skills • Exceptional attention to detail • Good time management skills • Experience working with a large team • Understand stock monitoring • Willingness to learn and be trained
Skills and experience desired for this role
• Able to work with detailed cleaning checklists • Understand Health and Safety parameters. • Understand Hospitality Spa, Wellness, Fitness facility operations • Enjoys engaging with guests and providing intuitive service
Qualifications needed for this role
• Previous experience or training with use of deep cleaning equipment and tools
Qualifications desired for this role
• Health and Safety Training (COSHH, Manual Handling, Lone Working) • Pool and Water Safety training (inc. pool responder)
What systems will be used in this role?
• Spa bookings software • Sage • Excel
Department Description
Our spa and wellness at The Newt in Somerset is a masterpiece of design, harmoniously reflecting the natural surroundings. It features a stunning Medieval Herb Garden and an impressive array of thermal and water facilities, including a Hammam, Rasul, Halotherapy Room, Picture Window Sauna, and an Indoor/Outdoor Wild Pool with hydrotherapy. With seven uniquely designed treatment rooms and a specialised areas for manicures and pedicures and hair. Our focus is on harnessing wellbeing in everything we do from inside and out guided by the healing properties of nature; Our holistic approach on all our treatments and design. creates a safe and welcoming environment for our guests and colleagues. Our dedicated spa and wellness team, of Head of Spa and Wellness, Spa Manager, Head Therapist, Spa Therapists, Spa Hosts, and Spa Cleaners are with a mission to build a bridge for our guests a connection and mindful relationship with Nature and Wellness through our Spa and Facilities.