



Exmoor National Park Authority

Recruitment Pack

Pinkery Centre Cleaner

(Pinkery Centre for Outdoor Learning)

(Permanent contract – 12 hours per week)



Working
together
for **Exmoor**

Welcome Message

Thank you for your interest in the role of Cleaner at our Pinkery Centre for Outdoor Learning.

What makes Exmoor National Park such a special place? Exmoor is designated a national park in recognition of its beautiful landscape, wildlife and cultural heritage, as well as the opportunities it offers for outdoor recreation. Exmoor has moorlands, woodlands, high cliffs and farmland, shaped by people and nature over thousands of years. It is a landscape of tranquillity and peace as well as a great place to walk, ride and explore nature.

Our vision is that Exmoor remains a beautiful landscape, leading the response to climate change and nature recovery, a welcoming place for all, as well as a great place to live, work and do business. Our Learning and Engagement Team plays a key role in the achievement of this vision and makes a real difference in providing inspiring and inclusive visits supporting learning, connecting with nature and developing skills. More information about the Centre can be found on our [website](#).

We have a fantastic staff team who are skilled and committed to helping a new generation to learn about and enjoy the National Park. To join the team, you will have previous experience of working within hospitality, an understanding of health and safety, cleaning experience and a proactive and flexible approach. If you feel you have the skills and experience to join us, then I hope you will explore these pages further and apply for our post.

If you would like an informal discussion about the position, please contact Dave Huxtable, Pinkery Centre Manager, on 01398 322299 or 07779 624840.

We look forward to hearing from you.



A handwritten signature in black ink, which appears to read 'S. Bryan'. The signature is fluid and cursive, written on a white background.

Sarah Bryan
Chief Executive

Background Information



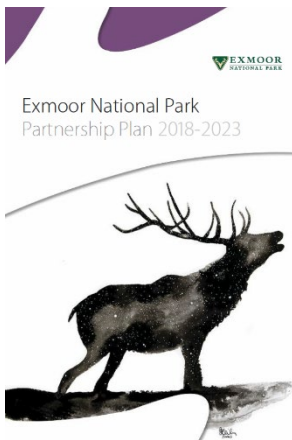
Exmoor is one of 15 National Parks in the UK. They are areas of protected countryside that everyone can visit and where people live, work and shape their landscapes.

Exmoor was designated as a National Park in 1954. Since then, the co-ordination of work to achieve National Park purposes in the area has been undertaken by local government, and since 1997 by a free-standing Exmoor National Park Authority.

Exmoor National Park Authority works to achieve the two National Park purposes:

"To conserve and enhance the natural beauty, wildlife and cultural heritage of the National Park"

"To promote opportunities for the understanding and enjoyment of the special qualities of the National Park by the public"



In delivering National Park purposes, the Authority has a duty to help to foster the social and economic wellbeing of local communities. All planning applications within the National Park area are determined by the National Park Authority. Planning policies are there to ensure both rural prosperity and the protection and enhancement of the special character of Exmoor.

There are 22 Members on the Authority Committee which meets up to 12 times a year – 5 parish members, 2 district council members, 8 unitary members, 2 county council members, and 5 Secretary of State appointed members.

For further information about the National Park Authority:

Go to our website www.exmoor-nationalpark.gov.uk

Our Staff

We employ a staff team of around 80 undertaking a range of functions that support owners and managers of land and heritage assets; people who live, work, and run businesses in the National Park; and people who make use of the opportunities for learning and enjoyment, both residents and visitors alike.

Our support staff within Finance, Facilities, Corporate support, IT, HR, and Member support help provide the infrastructure and support that is essential to delivering the vision and priorities of Exmoor. In addition, we have staff engaged in partnership projects and seasonal work.

The post of Pinkery Centre Cleaner sits within the wider Access, Engagement and Estates section as part of the Learning and Engagement Team.



Our current Corporate Strategy sets out our priorities and actions:

1. A clear response to the nature and climate crises.
2. A welcoming place for all, improving people's health and well-being.
3. A cared for landscape and heritage.
4. A place of flourishing, vibrant communities, and businesses.
5. A highly performing estate, delivering National Park purposes.
6. A great organisation to work for.

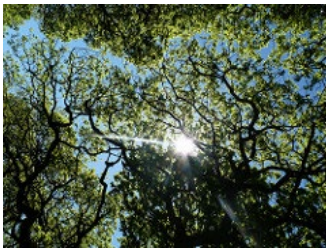
Our values are:



Working for us

Our head office is based in the town of Dulverton, set in a beautiful, wooded valley, beside the river Barle. Other sites include the Exford Depot based in the rural village of Exford, our Pinkery Centre for Outdoor Education based on a wild and open moorland near Simonsbath, and our National Park Centres – one in Dulverton, one in the historic village of Dunster, and one in the seaside town of Lynmouth.

We provide an annual leave allowance plus bank holidays (both pro rata if part-time), a pension scheme, paid sickness leave, parental leave, time off for dependents, time off to attend dentist, doctor and hospital appointments, and compassionate leave opportunities.



We are a Mindful Employer that is 'Positive about Mental Health' and raises awareness of mental health in the workplace. We have trained Mental Health First Aiders and a 24/7 independent and confidential employee helpline. Managers and staff will also attend training opportunities to increase their awareness of mental health in the workplace.

You will have an induction to help you to learn more about your area of work and the work undertaken by other sections. Your manager will support you in developing your skills and you are encouraged to feedback on your progress.

This support continues through regular reviews.

We try to hold two staff study days a year and this is an opportunity to get together with your colleagues across the Authority to learn and see something new about Exmoor.



The Society for National Parks Staff (SNPS) is a group that all National Parks employees can join for only £5 a year. There are opportunities to take part in activities to develop your knowledge of National Parks, whilst having fun and building new friendships.

Job description

JOB TITLE: Pinkery Centre Cleaner

REPORTS TO: Pinkery Centre Manager

SECTION: Access, Engagement and Estates

MAIN PURPOSE OF JOB

- Enables more people to enjoy, be inspired, get involved and learn about Exmoor's special qualities
- Maintains high standards of cleanliness and hygiene at the Pinkery Centre for Outdoor Learning, ensuring a positive experience for guests.

Key outcomes

- Pinkery Centre customers have a safe and positive experience on Exmoor, enabling them to understand and enjoy Exmoor's special qualities.

RESPONSIBILITIES AND DUTIES

1. Routine cleaning of bedrooms and public areas (lounge, corridors, kitchen, dining room, classroom, toilets and showers.
2. As part of a work programme undertake specific tasks (e.g. deep clean or bedding) on a regular basis. Works with Centre users to ensure optimum standards of cleanliness and customer well-being and satisfaction
3. Be positive and informative to all customers, to assist with the effective delivery of the services of the Centre.
4. Deliver a high standard of customer service at all times providing a positive customer experience.
5. Provide effective support to line managers when responding to customer feedback.
6. Support line managers to continually improve ways of working and actively contribute own ideas to overall improvements within the Centre.
7. Effectively work with colleagues and build positive working relationships for the benefit of the team and customers.
8. Comply with Health & Safety regulations to ensure the safety of colleagues and customers.

REQUIRED SKILLS, KNOWLEDGE, AND EXPERIENCE

- Previous experience of working within a hospitality or customer focused industry.
- Understanding and knowledge of health and safety.
- Experience in cleaning.
- Flexibility and prioritisation skills are needed, as often timescales are limited by groups' presence and can often be disrupted.
- Experience in COSHH and handling of listed materials.
- Knowledge and understanding of the National Park purposes and its customer base is desirable.

Key competencies

- A proactive attitude.
- Planning, prioritisation and time management skills.
- Able to work under own initiative and as part of a team.
- A collaborative and flexible team worker.
- A friendly and helpful attitude.

Key employment terms

Post title: Pinkery Centre Cleaner

Office location and travel: The postholder will be employed by Exmoor National Park Authority and will be based at the Pinkery Centre for Outdoor Learning, Simonsbath, Minehead, TA24 7LL.

The postholder may be required to work from other places of employment to attend training and meetings. Business mileage incurred for these journeys using private vehicles will be reimbursed at the agreed casual mileage rate.

Conditions of service: In accordance with the Scheme of Conditions of Service agreed by the National Joint Council for Local Authorities' Administrative, Professional, Technical and Clerical Services as adopted by the Park Authority together with other local conditions of service set out in the Park Authority's Personnel Policies and Procedures.

Contract status: This is a permanent contract.

Grade and salary: The grade of the Pinkery Centre Cleaner is B, which has a current full-time equivalent salary of £24,404 per annum (£12.65 per hour).

Hours of work: The hours of work are 12 per week, usually worked on Mondays and Fridays. However, there can be some flexibility around the hours and days of work. In addition, the postholder must be flexible to work on other days where necessary for which appropriate notice will be given.

Probationary period: The appointment will be subject to a probationary period of up to six months.

A disclosure and barring check will be carried out on appointment of the successful candidate.

Leave entitlement: The annual leave entitlement will be a pro-rata amount based upon the full-time equivalent entitlement of 28 days, plus a pro-rata bank holiday allowance for bank holidays falling within the leave year (1 April to 31 March).

Pension: The post is superannuable under the Local Government Pension Scheme, and you will automatically be admitted to the pension scheme but can choose to opt out.

Privacy statement: We process personal data relating to those we employ for employment purposes, to assist in the running of the authority and/or to enable individuals to be paid. The collection of this information will also be of benefit in:

- improving the management of workforce data
- enabling development of a comprehensive picture of the workforce and how it is deployed
- informing the development of recruitment and retention policies
- allowing better financial modelling and planning
- enabling monitoring of selected protected characteristics

The personal data includes identifiers such as name, date of birth, payroll (SAP) number, personal characteristics such as gender, disability, and ethnic group, plus qualifications, performance, and absence/occupational health information.

We will not share information about you with third parties without your consent unless the law allows or requires us to, or we are required to share it to manage your employment contract with us. When we do share your data, it will be via encrypted email software or password protected files.

We are required to share some of your personal data with:

- HMRC
- Outsourced HR and Payroll Services (currently with SCC and DCC)
- Peninsula pensions who administer the Authority's pension scheme
- Local Government Audit and fraud detection teams

We store information relating to job applicants for 6 months and for employees for 6 years post-employment. Data is stored electronically on ENPA servers. The employee records have access restrictions meaning only HR staff can view and process it. Physical records are stored in the HR office which is locked and within locked filing cabinets.

WR Group (WRG) provides ENPA with a recruitment system to manage its recruitment and advertising services. In relation to the General Data Protection Regulations, ENPA is the Data Controller. As the Data Processor, WRG will process personal data on behalf of ENPA, only for the purposes of performing the Services Agreement.

If you require more information about how we store and use your personal data or would like to request that your details be removed, please contact the HR Officer.

Equal opportunities: Exmoor National Park Authority intends to ensure that no employee or job applicant should receive less favourable treatment than another on grounds of sex, marital status, age, racial origin, disability, sexual orientation or political or religious belief. Its recruitment practices will exclude all assumptions, preferences or judgements that are not strictly job-related. Information provided will be treated as confidential.

The Authority is a [Disability Confident](#) accredited employer and is a signatory on the [Charter for Employers Positive about Mental Health](#). If you require information about this post or an application form in a different format or would like help to access the recruitment process, please contact Ellie Woodcock 01398 322231 or email ewoodcock@exmoor-nationalpark.gov.uk

Working in the UK: Anyone recruited from outside the UK (excluding Irish citizens) need to meet certain requirements and apply for permission first.

The Authority does not hold a sponsor license. However, the Authority would consider applying for one if an applicant is successful at interview. For more information about the new rules on recruiting people from outside the UK - please visit [Browse: Visas and immigration - GOV.UK \(www.gov.uk\)](https://www.gov.uk/browse/visas-and-immigration) for more information.

Before you are offered employment, we are required to carry out document checks to ensure that you are entitled to work in the UK. Please click on the following link to see what documents are accepted. [Right to Work Checklist.pdf \(publishing.service.gov.uk\)](#)

How to apply

Please download the application form on our [website](#), then complete and submit your application form via email to hr@exmoor-nationalpark.gov.uk, ensuring you address all elements of the responsibilities and knowledge, skills, and experience.

Please note that we do not accept CVs.

If you want to apply in a different way, please contact the HR Officer to discuss an alternative arrangement - Ellie Woodcock – 01398 322231, ewoodcock@exmoor-nationalpark.gov.uk

The closing date for applications is midnight on 2 June 2025

Interviews are planned for 9 June 2025 (at Pinkery Centre for Outdoor Learning)