## Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Housekeeping Assistant</th>
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<tbody>
<tr>
<td>Post holder:</td>
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### Reporting To:

- Domestic Manager
- Deputy Domestic Manager
- Housekeeping Supervisor
- Housekeeping Assistant

### Main Purpose of Role/Overview:

To ensure that the highest possible standard of housekeeping is achieved in College buildings within the allocated time. During vacations, particularly end June to September the College hosts residential conferences, the housekeeping staff clean and service rooms with the help of casual staff.

### Main Responsibilities & Duties:

1. Cleaning all areas of College according to daily instruction from Domestic manager.

2. Preparation, cleaning and servicing of guest and conference accommodation, including weekend working during the summer period; according to instruction from Domestic manager.

3. Deep cleaning and turnaround of student rooms and communal areas (on and off site) when occupants leave.

4. Daily cleaning and servicing of all communal areas.

### Standards of Performance/Results:

1. All areas of College cleaned and maintained to high standard.

2. High standard of service given to guest rooms and college accommodation. Minimum percentage of complaints should be received.

3. Fully serviced rooms/properties ready for new occupants.

4. Communal areas maintained to high standard of cleanliness.
5. Help sort and count linen for laundry collection and check on return from laundry.

6. Help with setting up of conference facilities and meeting rooms when needed.

7. Report maintenance issues and repairs to Domestic manager.

8. Ensure all Health and Safety regulations are adhered to and report any issues to the Domestic manager/Compliance officer.

9. Use personal protective equipment (PPE) as laid out in the COSHH regulations when dealing with cleaning chemicals.

10. Working as part of the housekeeping team ensuring the smooth running of the housekeeping department.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

Scope/size of role (budgets, people, etc):

Significant internal/external relationships:
The Domestic Manager who reports to the Domestic Bursar who has overall managerial responsibility for the Housekeeping department.

Objectives (as per PDR) or key milestones:

Target/Objective:
Ensure that all College buildings and properties are kept to a high standard of cleanliness and service.

Time duration:

Date prepared: 
By whom: 
Agreed by Manager: 
Agreed by post holder:
## Person Specification
### Housekeeping Assistant

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<thead>
<tr>
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<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Qualifications, experience and background</td>
<td>• Previous cleaning experience</td>
<td>• Experience of cleaning in a College or Accommodation environment</td>
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<tr>
<td></td>
<td>• Solid work history</td>
<td>• NVQ level 2</td>
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<tr>
<td></td>
<td>• Good educational background</td>
<td>• Knowledge of COSHH and the safe use of chemicals</td>
</tr>
<tr>
<td>Specific knowledge/skills (technical)</td>
<td>• High standard of work</td>
<td>• NVQ level 2</td>
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<tr>
<td></td>
<td>• Knowledge of chemicals</td>
<td>• Knowledge of COSHH and the safe use of chemicals</td>
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<tr>
<td>Personal attributes</td>
<td>• Able to communicate with all levels of personnel</td>
<td>• Reliable</td>
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<td></td>
<td>• Friendly, outgoing and professional</td>
<td>• Trustworthy</td>
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<tr>
<td>Team and management skills</td>
<td>• Able to work with and as part of a team</td>
<td>• Good team player</td>
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<tr>
<td>Other</td>
<td>• Flexibility is needed due to the requirements of the business especially during summer months (June to September)</td>
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