



<b>Job title</b>	Housekeeper	<b>Job family and level</b>	O&F Level 2
<b>School/ Department</b>	Halls Management	<b>Location</b>	University Park/Jubilee Campus

## Purpose of role

To be responsible for the day-to-day service activity of the housekeeping/cleaning function within the bedrooms and public spaces within a Hall of Residence and the organisation of resources to ensure consistent, high quality service delivery.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	The organisation, operation and supervision of the housekeeping/cleaning function within the bedrooms and public spaces providing a comprehensive service, in line with business demands. Ensuring clean and safe environment for all residents and dealing with issues which require empathetic and efficient response, often dealing with issues which can be unpleasant and demanding. Continually reviewing procedures to identify opportunities for service and product improvements.	35%
2	All aspects of staff supervision within a unit, identifying resources required to ensure high quality and consistent service provision; training new housekeeping staff and ensuring existing staff skills and knowledge are kept current. Ensuring hours of service support business needs, which may include long hours and continuous working to ensure requirements are met and provide the required level of service to meet customer expectations and cleanliness standards.	20%
3	To be responsible for monitoring and maintaining required levels of cleanliness, assisting with audits to ensure areas meet required standards and codes of practice, identifying and monitoring maintenance, ordering and maintaining linen, chemical and equipment stock levels, organising and monitoring care of equipment.	20%
4	Liaison with customers, suppliers, other Hospitality and University departments and personnel. Support the management team in providing an effective and continuous service to customers, meeting and exceeding expectations, handling cash as required. Required to be the main point of contact at certain times.	10%
5	To be fully conversant with and competent to use all systems and equipment relevant to area of work, ensuring all relevant paperwork is maintained.	5%
6	To adhere to Health & Safety and COSHH Regulations, University, Hospitality and relevant external, policies, procedures, standards and codes of practice.	5%
7	Undertake and utilise training and development required for the post and to enhance working skills and knowledge of self and team to improve service delivery.	3%
8	Any other duties appropriate in support of the Hall Management team, students and customers to the grade and role of the appointed person.	2%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Actively seeks to develop self</li> <li>▪ Ability to understand University policies and procedures</li> <li>▪ Adaptable</li> <li>▪ Effective communicator</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Excellent knowledge of industry recognised cleaning techniques</li> <li>▪ Good basic IT skills (Word and Excel)</li> <li>▪ Good customer service skills</li> <li>▪ Good leadership skills</li> <li>▪ Previous experience in a similar role at a similar level</li> <li>▪ Planning and organisational skills</li> <li>▪ Experience of training staff</li> <li>▪ Experience of stock management</li> <li>▪ Experience of prioritising own workload</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of health and safety and COSHH regulations</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Good level of numeracy and literacy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cleaning industry qualification, i.e. BICSc, NVQ</li> </ul>



The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

<b>Valuing people</b>	Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
<b>Taking ownership</b>	Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
<b>Forward thinking</b>	Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
<b>Professional pride</b>	Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
<b>Always inclusive</b>	Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

## Key relationships with others

