



Job title	Housekeeping Assistant	Job family and level	O&F Level 1
School/ Department	Halls Management	Location	University Park/Jubilee Campus

Purpose of role

To assist in the provision of an efficient and effective housekeeping service, to a high standard.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Responsible for the high and low level cleaning of all areas and surfaces and care of all work areas and equipment to the required standard, and the reporting of maintenance requirements to ensure a safe and comfortable environment for customers and colleagues. Cleaning in an environment which can be demanding and completing tasks which can be unpleasant.	70%
2	To be fully conversant with all chemicals and equipment and the systems relevant to the work area and use them in a manner which ensures safety, and facilitates cleaning to the required standard.	10%
3	To liaise with all customers meeting and exceeding expectations, taking responsibility and appropriate action as necessary, in line with requirements of University and departmental policies and procedures and codes of practice.	5%
4	To be responsibility for the security of areas of the building where carrying out work, ensuring security of our customers and their belongings. Assist in the training and supervision of casual staff.	5%
5	To adhere to health and safety and food safety regulations, University and relevant external, policies, standards, procedures and codes of practice.	5%
6	Undertake and utilise training and development required for the post to enhance working skills and knowledge and improve service delivery.	3%
7	To be fully conversant with and competent to use all systems and equipment within the area of work.	2%
8	Any other duties appropriate in support of the Hall Management team, students and customers to the grade and role of the appointed person.	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Be willing to undertake training to BICs/NVQ standard ▪ Excellent customer service skills ▪ Actively seeks to develop self ▪ Adaptable ▪ Attention to detail ▪ Concentrates attention and activity on customer ▪ Effective communicator ▪ Seeks explanations and solutions 	<ul style="list-style-type: none"> ▪ Knowledge of health and safety and COSHH regulations ▪ Ability to work independently and as part of a team
Knowledge and experience		<ul style="list-style-type: none"> ▪ Previous cleaning experience and knowledge of a range of cleaning techniques and equipment gained within a similar environment
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Good level of numeracy and literacy 	<ul style="list-style-type: none"> ▪ Cleaning industry qualification, i.e. BICSc, NVQ



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:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** 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.
- Professional pride** 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.
- Always inclusive** 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

