

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Residence Housekeeping Assistant	Accountable to: Senior Residence Assistant
Contract Length: Full-Time Permanent 35 Hours per Week	Weeks per year: 52
Salary: £20,868 - £22,500	Grade: 1
Service: Estates, Accommodation Services	Location: Central London

Purpose of the role:

To participate in the provision of an efficient and effective cleaning service to maintain a pleasant and clean living environment for students in residences.

The working hours will be 8am to 4pm Monday to Friday with occasional evenings and weekend flexibility required, particularly during the summer period.

Duties and Responsibilities

1. To clean shared bathrooms (showers/ baths/lavatories), corridors, staircases, foyers etc, as indicated by the Senior Residence Assistant and RM in charge of the building, following prescribed procedures (Clearing rubbish, dusting, damp dusting, polishing furniture, vacuuming, cleaning internal glass, sweeping, mopping, maintaining floor surfaces, washing walls/woodwork as appropriate) by effective use of equipment and economic use of cleaning products in order to achieve and maintain high cleaning standards in line with service level requirements.
2. To ensure individual personal safety by using the relevant personal protective equipment during all cleaning activities.
3. To ensure the safe custody of keys at all times and their return to the appropriate office on completion of a shift, and to ensure that the security of rooms and their occupants is maintained during the cleaning process.
4. To ensure that the privacy, security and independence of students is maintained by working to prescribed standard rules and regulations.
5. To request supplies of cleaning materials and consumables to maintain stock levels relevant to the working area.
6. To ensure that cleaning chemicals and consumables are stored safely and securely at all times.
7. To collect, bag and remove all rubbish and recycling as appropriate to the designated areas.
8. To work effectively with other team members and on the instruction of the SRA and RM to ensure that work is covered during the absence of colleagues.
9. Participate in ensuring the general safety/security of buildings by reporting immediately to the SRA/RM any failure of equipment or fixtures or fittings i.e. light bulbs that have failed in any area, slippery floors or stairs, failure of locks on doors, etc

10. To undertake, from time to time, such other reasonable duties as may be requested by the RM which are consistent with the nature of the position.
11. To provide excellent customer care for staff, students and visitors to the University.
12. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
13. To undertake health and safety duties and responsibilities appropriate to the role.
14. To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
15. To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal Scheme and staff development opportunities.
16. To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
17. To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships:

Managers and other staff, and external partners, suppliers etc; with whom regular contact is required. –

- Senior Residence Assistant
- Residence Manager
- Residence Assistants

Job Title: Residence Housekeeping Assistant Grade: 1

Person Specification	
Specialist Knowledge/ Qualifications	Awareness of Health and Safety guidelines NVQ or BICS cleaning related qualification (desirable)
Relevant Experience	Demonstrable evidence of undertaking a previous paid cleaning role.
Communication Skills	Communicates effectively orally and in writing with all members of the team and with students and other staff and visitors
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Sensory and Physical Demands	To be physically capable of pushing and lifting equipment such as vacuum cleaners and floor buffing machines, lifting and carrying of bags of rubbish, manual transportation of cleaning materials, use of stepladders, movement up and down staircases and walking long distances during a shift.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.