



Job Description

Job Title: Cleaner		Post holder:
Reporting To:		
<pre> graph TD HM[Housekeeping Manager] --- DHM[Deputy Housekeeping Manager] HM --- HS[Housekeeping Supervisor] DHM --- C[Cleaner] HS --- C </pre>		
Main Purpose of Role/Overview:		
<p>To ensure that the highest possible standard of housekeeping is achieved in College buildings within the allocated time.</p> <p>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.</p>		
Main Responsibilities & Duties:		Standards of Performance/Results:
<ol style="list-style-type: none"> 1. Cleaning all areas of College according to daily instruction from Housekeeping Manager. 2. Preparation, cleaning and servicing of guest and conference accommodation, including weekend working during the summer period; according to instruction from Housekeeping 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. 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 		<ol style="list-style-type: none"> 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. Clean linen available at all times especially during busy periods. 6. Conference facilities and meeting rooms prepared and



<p>rooms when needed.</p> <p>7. Report maintenance issues and repairs to Housekeeping Manager.</p> <p>8. Ensure all Health and Safety regulations are adhered to and report any issues to the Housekeeping Manager/Compliance Officer.</p> <p>9. Use personal protective equipment (PPE) as laid out in the COSHH regulations when dealing with cleaning chemicals.</p> <p>10. Working as part of the housekeeping team ensuring the smooth running of the housekeeping department.</p> <p>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.</p>	<p>maintained to set standard.</p> <p>7. College is maintained to acceptable standards.</p> <p>8. The Health, Safety and welfare of College personnel, visitors and property are looked after and regulations complied with.</p> <p>9. No accidents occur when using/cleaning with chemicals due to COSHH training.</p> <p>10. Maintaining good staff morale and team work</p>
<p>Scope/size of role (budgets, people, etc):</p>	
<p>Significant internal/external relationships :</p> <p>The Housekeeping Manager who reports to the Operations and Estates Director who has overall managerial responsibility for the Housekeeping department.</p>	
<p>Objectives (as per PDR) or key milestones :</p> <p><u>Target/Objective :</u></p> <p>Ensure that all College buildings and properties are kept to a high standard of cleanliness and service.</p>	<p><u>Time duration :</u></p>
<p>Date prepared :</p> <p>By whom :</p>	<p>Agreed by Manager :</p> <p>Agreed by post holder :</p>



**Person Specification
Cleaner**

	Essential	Desirable
Qualifications, experience and background	<ul style="list-style-type: none">• Previous cleaning experience• Solid work history• Good educational background	<ul style="list-style-type: none">• Experience of cleaning in a College or Accommodation environment• NVQ level 2
Specific knowledge/skills (technical)	<ul style="list-style-type: none">• High standard of work• Knowledge of chemicals	<ul style="list-style-type: none">• NVQ level 2• Knowledge of COSHH and the safe use of chemicals
Personal attributes	<ul style="list-style-type: none">• Able to communicate with all levels of personnel• Friendly, outgoing and professional	<ul style="list-style-type: none">• Reliable• Trustworthy
Team and management skills	<ul style="list-style-type: none">• Able to work with and as part of a team	<ul style="list-style-type: none">• Good team player
Other	<ul style="list-style-type: none">• Flexibility is needed due to the requirements of the business especially during summer months (June to September)	