DEPARTMENT: COMMERCIAL SERVICES
TEAM: RESIDENTIAL SERVICES, HOUSEKEEPING
POST TITLE: HOUSEKEEPER
ESTABLISHED GRADE: RHUL 5
RESPONSIBLE TO: RESIDENTIAL SERVICES MANAGER
RESPONSIBLE FOR: RESIDENTIAL PORTERS
RESIDENTIAL CLEANING CONTRACT

MAIN PURPOSE OF THE POST

The post holder is responsible for the efficient day to day supervision of the Housekeeping operation within the Residential Services section of the Commercial Services department.

MAIN DUTIES AND RESPONSIBILITIES

The main duties and responsibilities include:

a. To monitor standards of cleanliness achieved by residential cleaning contractor in all residential and common areas during both term time and vacation periods.

b. In conjunction with Residential Services Management, to be responsible for the performance, direction, training, discipline and motivation of staff within the Housekeeping team.

c. Ensuring compliance with health and safety regulations and safe systems of work, taking remedial action as necessary, particularly in the areas of fire safety, legionella control and manual handling.

d. Ensuring stock control, and recording systems are maintained as per established operational standards and procedures. Particularly in relation to financial data, health and safety and training records.

e. The requisitioning and ordering of equipment, supplies and linen in line with financial regulations and working within budgets.
f. To ensure that key control and recording systems are maintained as per established operational standards and procedures.

g. Ensuring the required standards of cleaning are achieved during periodic deep cleaning programmes for all residential and communal areas.

h. Co-ordinating periodic room checks, actioning any defects and reporting any rooms that fall below the acceptable standard of cleanliness; this will include keeping accurate records of these checks.

i. Dealing sympathetically, professionally and promptly with any customer queries and complaints.

j. Producing a cyclical replacement/maintenance proposal for furnishings in conjunction with Residential Services Management.

k. Reporting defects and vandalism according to procedures and to ensure that the appropriate ownership and follow up action is undertaken.

l. Willingness to work as part of a wider team of Housekeepers across the Residential Halls, attending team meetings as required.

m. Willingness to undertake periodic and ad hoc training.

n. To maintain holiday and sickness absence records for reporting to the Residential Services Manager on a monthly basis.

o. Any further duties which may reasonably be required from time to time commensurate with the grade.

Any other duties as required, commensurate with the grade.

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.