

Issued: Sept 2015
Post Number:

**ROYAL HOLLOWAY
UNIVERSITY OF LONDON**

JOB DESCRIPTION

Department:	Campus Services
Post Title:	Assistant Housekeeper
Grade:	RHUL4
Reports to:	Housekeeper
Responsible for:	Cleaning Contract Standards/Porter

The main responsibilities of the post are:

MAIN PURPOSE OF THE POST

The post holder is to assist the Housekeeper in the day to day supervision of the Housekeeping operation of the Premises Section of Campus Services.

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 and vacation periods.
- b) To assist the Housekeeper in the recruitment, development, training and motivation of any staff within the Housekeeping operation.
- c) To assist in ensuring compliance with health and safety regulations and safe systems of work, taking remedial action as necessary
- d) To assist in ensuring stock control and recording systems are maintained as per established operational standards and procedures.
- e) To assist in requisitioning and ordering of equipment and linen using approved suppliers.
- f) To assist in ensuring that key control and recording systems are maintained as per established operational standards and procedures.
- g) To monitor standards of cleanliness achieved by residential cleaning contractor in planning periodic deep cleaning programmes for all residential and common areas.

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- h) To carry out periodic room checks, actioning any defects and report any rooms that fall below the acceptable standards of cleanliness.
- i) To deal sympathetically, professionally and promptly with all complaints.
- j) To assist in producing a cyclical replacement/maintenance plan for furnishing in conjunction with the Premises Manager.
- k) To report defects according to laid down procedures and to ensure that the appropriate action is taken.
- l) To assist in maintaining holiday and sickness absence records for reporting to the Premises Manager on a monthly basis.
- m) Any other duties as required by the line manager or Head of Department that are commensurate with the grade.
- n) As the needs of the College change so the above job profile, duties and location of the role within the Faculty of the College will be adjusted accordingly.