

ROBINSON COLLEGE
STANDARD OF PERFORMANCE JOB DESCRIPTION

JOB TITLE **Cleaner/Housekeeping Porter – flexible working**

RESPONSIBLE TO Housekeeping Manager with day to day supervision by
Deputy Housekeeping Manager, Housekeeping Supervisors
and Housekeeping Team Leaders

MAIN PURPOSE:

- Responsibility for cleaning and maintaining at all times the highest standards of housekeeping, cleanliness and presentation of areas throughout the College.

KEY AREAS AND STANDARDS OF PERFORMANCE:

- 1. TASK LIST AND RESPONSIBILITIES:** The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc basis.
 - 1.1 Cleaning of designated areas of the college to include meeting rooms, teaching rooms, toilets and public areas.
 - 1.2 To set up meeting rooms according to customer requirements.
 - 1.3 To support the housekeeping team with deliveries and collection of rubbish, linen and chemicals.
 - 1.4 To assist all departments with deliveries and movement of furniture and equipment as required.
 - 1.5 To sweep and keep clean and tidy designated external areas of the college.
 - 1.6 To ensure the required standards of cleanliness and hygiene are maintained at all times.
 - 1.7 To ensure cleaning stores areas are kept stocked and tidy at all times.
 - 1.8 To ensure equipment is used correctly and kept in good working order.
 - 1.9 To follow safe working practices to ensure the area of work is kept safe, clean and tidy at all times.
 - 1.10 To report faults and maintenance issues.
 - 1.11 To adhere to health, safety and security regulations including fire regulations, COSHH, manual handling and working at height regulations.
 - 1.12 To provide cover for other areas of the college when necessary.
 - 1.13 To engage with staff, students and visitors with a professional courteous manner
 - 1.14 To carry out any other task which is consistent with the aims of the post as requested.
- 2. PUNCTUALITY, ATTENDANCE & APPEARANCE:**
 - 2.1 To be ready to commence duties at the appointed time.
 - 2.2 To remain on duty, productively working, until the appointed finishing time.
 - 2.3 To attend work as scheduled.
 - 2.4 To notify your supervisor/manager of any absences (e.g. holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook.
 - 2.5 To dress in the required uniform/protective clothing or in accordance with the set Appearance and Dress Code.
- 3. ATTITUDE TO WORK & CARRYING OUT INSTRUCTIONS:** Willingness and

enthusiasm with which work is carried out.

- 3.1 To be reliable in the carrying out of instructions and tasks and to operate on a “right first time every time” basis.
- 3.2 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly.
- 3.3 To listen carefully to instructions and to carry them out as directed.
- 3.4 To check if you have not clearly understood what is required of you.

4. PRODUCT/TECHINICAL KNOWLEDGE: The knowledge and experience required to carry out this job to the expected standard.

- 4.1 To undertake training as required in order to develop and improve your knowledge and expertise.
- 4.2 To be able to help and direct others accurately/correctly.
- 4.3 To develop general knowledge of the College location and layout, other departments’ services and products and this department’s services and products.

5. ATTITUDE & BEHAVIOUR: Positive interaction with other members of the team, supervisors and managers. General demeanour whilst at work.

- 5.1 To empathise with the individuals within the team to form positive relationships.
- 5.2 Positively participate to help create a good team atmosphere.
- 5.3 To be constructive in communication with others, be cooperative and helpful and be supportive as needed.
- 5.4 Honest and trustworthy. Pleasant in nature.
- 5.5 Keep you line manager advised of matters which may affect the smooth running of the department.
- 5.6 Demonstrate an understanding of other departments’ requirements and be supportive and helpful to them.

6. HEALTH & SAFETY & OTHER LEGAL ASPECTS: The carrying out of duties so that self and others are not put at risk from general hazards.

- 6.1 Operate in a manner so as to ensure that you do not put yourself or others at risk.
- 6.2 Report any hazards that you observe.
- 6.3 Adhere to the Health & safety policy and procedures at all times.

7. WORKING HOURS AND SALARY: The expected working hours and pay.

- 7.1 Full time, 37 hours per week
- 7.2 Working over a seven day working week is expected as per the rota set by your line manager
- 7.3 Early morning, early evening and weekend shifts will be rostered for 5 days per week usually
- 7.4 The College has a very busy conference trade therefore occasional extra hours will be required
- 7.5 Salary: College scale point 7 - £16,235 per annum