ROBINSON COLLEGE  
STANDARD OF PERFORMANCE JOB DESCRIPTION

JOB TITLE  
Housekeeping Operative

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

- To work flexibly to ensure all operational shifts are covered as required and all College areas are supported as and when necessary.

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 accommodation, offices and public areas.
1.2 To set up bedrooms according to customer requirements.
1.3 To sweep and keep clean and tidy designated external areas of the college.
1.4 To ensure the required standards of cleanliness and hygiene are maintained at all times.
1.5 To ensure cleaning stores areas are kept stocked and tidy at all times.
1.6 To ensure equipment is used correctly and kept in good working order.
1.7 To follow safe working practices to ensure the area of work is kept safe, clean and tidy at all times.
1.8 To report faults and maintenance issues.
1.9 To report ‘near miss’ incidents.
1.10 To adhere to health, safety and security regulations including fire regulations, COSHH, manual handling and working at height regulations.
1.11 To provide cover for other areas of the college when necessary.
1.12 To engage with staff, students and visitors with a professional courteous manner.
1.13 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/TECHNICAL 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 your 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. **COMMUNICATION:**

To perform duties in a manner that encourages effective two-way communication at all levels.

7.1 To attend regular 121 meetings with your line manager to promote shared objective
setting and achievement.

7.2 To co-operate and communicate with other staff departments and with Senior, Middle and Junior members of College.

7.3 To keep your line manager informed on any relevant information which may affect the smooth running of the department including feedback from student and conference customers.

8. **WORKING HOURS:** The expected working hours.

8.1 Part time, flexible working required.
8.2 Working over a seven day working week is expected as per the rota set by your line manager.
8.3 During the period of temporary changes to operations weekday and weekend shifts will be rostered for 6 days out of 7 each week, when operations return to normal shifts will be rostered for 5 days out of 7 each week.
8.4 The College has a very busy conference trade therefore occasional extra hours may be required of the post holder.

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**EMPLOYEE SPECIFICATION**

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<tr>
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<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Work Experience,</strong></td>
<td>• Cleaning experience</td>
<td>• Cleaning experience in offices, meeting rooms, student and/or hotel</td>
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<tr>
<td><strong>Skills &amp; Knowledge</strong></td>
<td></td>
<td>standard accommodation</td>
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<td></td>
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<td>• NVQ in cleaning and support services</td>
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<td></td>
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<td>• Experience of lone working</td>
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<td></td>
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<td>• Experience of setting up meeting rooms in a conference environment.</td>
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<td>• Experience of setting up rooms for hotel standard accommodation</td>
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<td><strong>Education &amp; Training</strong></td>
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<td>• Knowledge of COSHH</td>
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<td>• Knowledge of good Manual Handling practices</td>
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<td>• Knowledge of working at height practices</td>
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| Intelligence/Aptitude/Attitude | • Good oral skills  
• Basic written skills  
• Ability to use initiative  
• Ability to work independently and within a team  
• Personable and approachable manner  
• Good customer service skills | • Excellent oral skills  
• Excellent written skills |