ROBINSON COLLEGE
STANDARD OF PERFORMANCE JOB DESCRIPTION

JOB TITLE: Team Leader / Cleaner & Housekeeping Porter

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.

- Support the day to day operations of the department including some cleaning, training staff and deputising for the management team as required.

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 To be responsible for overseeing the early morning cleaning function and supervise staff.

1.2 To perform management duties when supervisors and manager/deputy manager are absent.

1.3 Cleaning of designated areas of the college to include meeting rooms, teaching rooms, toilets and public areas.

1.4 To set up meeting rooms according to customer requirements.

1.5 To support the housekeeping team with deliveries and collection of rubbish, linen and chemicals.

1.6 To assist all departments with deliveries and movement of furniture and equipment as required.

1.7 To sweep and keep clean and tidy designated external areas of the college.

1.8 To ensure the required standards of cleanliness and hygiene are maintained at all times.

1.9 To ensure cleaning stores areas are kept stocked and tidy at all times.

1.10 To ensure equipment is used correctly and kept in good working order.

1.11 To follow safe working practices to ensure the area of work is kept safe, clean and tidy at all times.

1.12 To report faults and maintenance issues.

1.13 To adhere to health, safety and security regulations including fire regulations, COSHH, manual handling and working at height regulations.
1.14 To provide cover for other areas of the college when necessary.
1.15 To engage with staff, students and visitors with a professional courteous manner.
1.16 To carry out any other task which is consistent with the aims of the post as requested.
1.17 To have the ability to cope with a physically demanding job including significant levels of manual handling.
1.18 To attend Health and Safety Committees.

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.
3.5 To carry out any other reasonable instruction given by College management.

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. WORKING HOURS: The expected working hours and pay.

7.1 Full time, 37 hours per week.
7.2 Flexible working.
7.3 Working over a seven day working week is expected as per the rota set by your line manager.
7.4 Early morning and weekend shifts will be rostered for 5 days or 6 days per week usually.
7.5 Flexible shifts, usually of 8.5 hours per day (including 1 hour lunch break) between the hours of 5.00am and 8.00pm.
7.6 Some weekend overtime will be required on a rota basis.

EMPLOYEE SPECIFICATION

NOVEMBER 2020

<table>
<thead>
<tr>
<th>Qualifications, Experience and Background</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Cleaning experience.</td>
<td>• Cleaning experience in offices and meeting rooms.</td>
<td></td>
</tr>
<tr>
<td>• Experience of lone working.</td>
<td>• NVQ in cleaning and support services.</td>
<td></td>
</tr>
<tr>
<td>• Experience of supervising others.</td>
<td>• Experience of training people.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technical Knowledge and Skills</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Knowledge of COSHH.</td>
<td>• Experience of setting up meeting rooms in a conference environment.</td>
<td></td>
</tr>
<tr>
<td>• Knowledge of good manual handling practices.</td>
<td></td>
<td>• Knowledge of working at height practices.</td>
</tr>
<tr>
<td>Personal Attributes</td>
<td>Other details</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------</td>
<td></td>
</tr>
</tbody>
</table>
| • Product knowledge and industry experience preferably in a range of areas i.e cleaning, laundry. | • Personable and approachable manner.  
• Good customer service skills. | • Be skilled in forming good strong working relationships.  
• Good oral and communication skills.  
• Basic written skills.  
• Basic IT skills.  
• Ability to use initiative.  
• Ability to work independently and within a team.  
• To have the ability to cope with a physically demanding job including significant levels of manual handling.  
• Good organisational skills. | • Excellent oral skills.  
• Excellent written skills.  
• Excellent communication skills.  
• Excellent organisational skills.  
• Self-motivated. |