ROBINSON COLLEGE
STANDARD OF PERFORMANCE JOB DESCRIPTION

JOB TITLE  Cleaner/Housekeeping Porter – part time, 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.
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 Part time, 20 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 and weekend shifts will be rostered for 5 days per week usually
7.4 Flexible shifts, usually of 4 hours per day between the hours of 5.00am and 1.00pm.
7.5 The College has a very busy conference trade therefore some overtime will be required

February 2019
EMPLOYEE SPECIFICATION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Cleaner/Housekeeping Porter – part time, flexible working</th>
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<tbody>
<tr>
<td>Department</td>
<td>Housekeeping</td>
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<tr>
<td>Prepared by</td>
<td>Julie Allen</td>
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<tr>
<td>Date</td>
<td>February 2019</td>
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<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Qualifications, Experience and Background</td>
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</tr>
<tr>
<td>Cleaning experience</td>
<td>Cleaning experience in offices and meeting rooms</td>
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<td></td>
<td>NVQ in cleaning and support services</td>
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<td>Experience of lone working</td>
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<td>Technical Knowledge and Skills</td>
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<td>Experience of setting up meeting rooms in a conference environment.</td>
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<td></td>
<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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<td>Personal Attributes</td>
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<tr>
<td>Personable and approachable manner</td>
<td>Excellent oral skills</td>
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<td>Good customer service skills</td>
<td>Excellent written skills</td>
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<td>Other details</td>
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<td>Good oral skills</td>
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<td>Basic written skills</td>
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<td>Ability to use initiative</td>
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<td>Ability to work independently and within a team</td>
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