

Role:	Housekeeping Assistant
Function:	Sarum College
Department:	Hospitality
Reports To:	General Manager of Hospitality
Key Contacts:	Hospitality Coordinators, General Manager of Hospitality, Catering Team, Contractors, Service Users and Staff

Role Purpose:

The role is fully flexible within the Hospitality structure and to the needs of the business.

Housekeepers undertake a range of services throughout the College:

- Day-to-day cleaning of guest, public and employee areas.
- Maintain a safe and pleasant environment for guests, visitors and College employees.
- Replenish linen and consumables.
- Laundry duties as required.
- Flexibility to work in other areas of Hospitality where appropriate.

Core Responsibilities and Key Accountabilities:

- Deliver exceptional standards of customer service for all users of the College.
- Clean and service all College areas to the required standard and in line with College procedures.
- Set up of rooms in accordance with College policies and procedures.
- Complete daily task sheets and submit them to the General Manager of Hospitality for auditing purposes.
- Use cleaning chemicals and materials according to instructions, their safety data sheets and COSHH regulations.
- Use appropriate Health and Safety signage to inform guests, visitors and employees that cleaning is in progress.
- Maintain all housekeeping storage areas and laundry rooms in a clean and tidy state.
- Report any faults/issues to the General Manager of Hospitality each day to support the upkeep of the building.
- Empty and clean waste bins throughout the College, ensuring waste is disposed of correctly and within local government guidelines.
- Use the laundry equipment in a safe and efficient way ensuring compliance with Health and Safety with regards to chemical usage, lifting, use of electrical equipment etc.
- Attend any housekeeping or general College training as required to support the role.
- Attend monthly meetings with General Manager of Hospitality.
- Responsible for any other fair and reasonable task set for the needs of the business.
- Ensure compliance at all times with the Health and Safety at Work Act 1974.

Key Performance Indicators:

- Service users' satisfaction results.
- Satisfactory compliance with all legislative requirements.
- Satisfactory feedback of performance from appraisals.

Confidentiality:

In the course of their duties, employees may have access to confidential material regarding service users or members of staff. Identifiable information relating to service users or staff must not be divulged to anyone without authorisation. A breach of this rule will be regarded as a disciplinary issue and action could be taken against those in breach of it.

Salary: £12,350

Hours of Work: 25 hours per week

Annual Leave: Entitlement is 5 weeks plus statutory holidays, which includes the days when the College is closed over the Christmas period.

Pension: Sarum College operates a non-contributory defined pension scheme to which Sarum College currently contributes 8.5% of salary.