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**Job Description**

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| **Job title:** | **Domestic Assistant** |
| **Department/School:** | **Campus Service** |
| **Grade:** | **2** |
| **Location:** | **Campus Accommodation** |

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| **Job purpose** |
| Working as part of a team ensuring and effective and efficient operation of cleaning services within the University’s Accommodation OperationsDepartment. |

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| **Source and nature of management provided** |
| The role is managed by the Deputy Accommodation Operations Team Leader |

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| **Staff management responsibility** |
| None |

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| **Special conditions** |
| 1. A uniform and footwear will be provided and must be worn. Personal protective equipment (PPE) and training will be provided as appropriate to the post.  2. The post holder will be required to 5 days over 7. Therefore weekend working is expected on a rota. During the summer months (June – September) additional hours may be expected as there is a high volume of work during this period. |

| **Main duties and responsibilities** | |
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| **1** | Ensuring the cleanliness and tidiness of the areas such as bedrooms, bathrooms, kitchen, stairs and corridors allocated for cleaning are in line with cleaning specifications and service level agreements |
| **2** | Daily/weekly/full service and set up of student and guest rooms |
| **3** | All inside and low-level window cleaning |
| **4** | Reporting of maintenance requirements such as light bulb replacements, leaking wash basins and damaged fixtures and fittings |
| **5** | Ensuring safety in the workplace and in this respect ensuring compliance with all instructions relating to the use and storage of cleaning materials and equipment necessary for the performance of his/her tasks including the cleaning and tidiness of cleaning cupboards and store rooms and assist in the receipt of deliveries. |
| **6** | Using the chemical cleaning materials and equipment provided by the University and ensure full training is received before doing so. |
| **7** | Health and safety in the area under his/her control on a day-to-day basis, ensuring as far as is reasonably practicable, that he/she is familiar with all relevant Health and Safety legislation and recommendations and these are observed within his/her areas of responsibility. |
| **8** | Reporting Accidents and incidents promptly to line manager. |
| **9** | Be familiar with the required care standards and regulations governing your job. |
| **10** | Maintain polite and good communication with your colleagues, occupiers and visitors at all times. Be prepared to assist visitors by dealing with general enquiries, including directing around the building. |
| **11** | Show initiative to anticipate problems arising with daily duties. |
| **12** | To follow departmental Lost and Left property procedures. |
| **13** | Undertake basic computer tasks, including online training modules and accessing the University's Employee Self Service database to update personal details and book holidays. |
| As part of the Campus Servicesteam you may be requested to change building or work location across the service at any time as required. This includes City Accommodation.  You will be encouraged to actively promote energy saving measures and environmental campaigns by engaging with colleagues and students whilst at the same time minimising your own environmental impact, using resources with minimum waste and increased recycling.  You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. | |

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
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| **Qualifications** |  |  |
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| NVQ2 or BTEC in Cleaning (training provided if not already obtained). |  | ✓ |
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| Good level of numeracy and literacy both in spoken and written English language. | ✓ |  |
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| Have a basic level of computer literacy.­­­­ |  | ✓ |
| **Experience and Knowledge** |  |  |
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| Understanding of basic Health and Safety and COSHH requirements commensurate to the post. | ✓ |  |
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| Previously worked in a physically demanding position and able to demonstrate a reasonable level of fitness. | ✓ |  |
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| **Skills** |  |  |
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| Experience in a similar role. |  | ✓ |
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| **Attributes** |  |  |
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| Good customer service skills and ability to communicate with staff, students and visitors at all levels. | ✓ |  |
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| Demonstrate the ability to be flexible in working alone and on own initiative as well as integrate within a team. | ✓ |  |
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| Show a willingness and enthusiasm to add value to the operation.  Smart appearance - a uniform and safety shoes will be provided and must be worn. | ✓  ✓ |  |
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| Able to work additional hours when required. |  | ✓ |
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| **Effective Behaviours Framework- Delivering the Experience**  **Campus Services** has identified a set of effective behaviours or ‘acts’ which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these ‘acts’ previously. |
| **Striving for Excellence:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives. |
| **Providing Outstanding Service:**  Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive ‘can-do’ attitude and tailoring the service to suit differing customer needs. |
| **Problem Solving:**  Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve. |
| **Being Adaptable & Flexible:**  Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required. |
| **Doing the Right Thing:**  Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **Campus Services.** |
| **Caring:**  Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers. |
| **Teamwork**  Building effective working relationships. Working co-operatively with a wide range of inter-personal skills. |
| **Developing self and others:**  Showing commitment to own development. Seeking and accepting feedback. |