



## Job Description

**Job Title:** Housekeeper

**Department:** Facilities

**Reporting to:** Housekeeping Manager

**Contract Type:** Permanent

**Salary:** £26,280 per annum

## Role Purpose and Primary Objectives

To maintain high standards of cleanliness, hygiene, and presentation across all buildings. The role ensures that rooms, kitchens, bathrooms, and common spaces are clean, safe, and welcoming, supporting a comfortable environment for residents, guests, and staff. Working hours vary between **8:30–16:30 and 9:00–17:00, Monday to Friday**, with a one-hour lunch break. Weekend work may be required as needed.

## Responsibilities

*The duties listed below are not exhaustive. Additional duties may be assigned as required.*

## General Duties

1. Maintain high standards of cleanliness, presentation, and student care in all rooms and public areas
2. Create a warm, friendly, and comfortable environment for student
3. Follow the weekly cleaning schedule assigned by the Housekeeping Manager
4. Collect and return the master key and housekeeping worksheet from the Facilities Support Desk (FSD)
5. Always wear the provided uniform (apron/T-shirt) and required safety equipment
6. Report maintenance issues immediately via the helpdesk or to the Housekeeping Manager/Facilities Support Desk, especially in emergency situations
7. Respond promptly and efficiently to student inquiries and requests
8. Report any suspicious activity or individuals to the Housekeeping Manager
9. Provide access to pest control contractors in the absence of the Maintenance Manager
10. Assist residents with room access if they are locked out during working hours
11. Provide access to contractors (e.g. Circuit Laundry engineers, meter readers) when they attend during working hours

## Cleaning Duties

Maintain cleanliness in all public areas, including:

1. Pavements in front of the building
2. Entrance doors and halls
3. Outdoor staircases and basement landings
4. Study rooms
5. Indoor staircases, corridors, and emergency/common toilets

Carry out a variety of cleaning tasks, including:

1. Vacuuming and mopping floors
2. Cleaning toilets, kitchens, and bedrooms
3. Dusting and cleaning furniture

4. Cleaning ovens, freezers, and dishwashers
5. Machine-washing kitchen towels, oven gloves, duvet covers, duvets, and pillow
6. Making beds and organizing rooms
7. Managing cleaning supplies and informing the Housekeeping Manager when restocking is required
8. Being available for spring cleaning as required
9. Assisting with storage checks as needed
10. Training new staff and agency workers as directed
11. Working across different buildings and collaborating with various housekeeping team members

## Customer Service and Communication

1. Maintain regular communication with the Housekeeping Manager and Facilities Team
2. Ensure effective verbal communication with all team members
3. Communicate with students in the building as required
4. Provide support to visitors, staff, faculty, and students as needed
5. Direct students at the Facilities Support Desk (FSD) if unable to answer their question
6. Participate in FIE events where possible

## Health, Safety, and Physical Environment

1. Maintain awareness of the physical condition of all building
2. Assist with weekly health and safety checks across all residences
3. Assist with fire drills in all building
4. Report faulty equipment or health and safety concerns immediately to the Housekeeping Manager
5. Participate in training sessions as required
6. Prioritize the health, safety, and welfare of residents, staff, and guests
7. Ensure compliance with all health and safety regulations

## Required Skills and Qualifications

1. Knowledge of health and safety procedures
2. Ability to maintain accuracy and attention to detail while working to tight deadlines
3. Excellent organizational and communication skills
4. Previous experience in the housekeeping or cleaning industry

## Equality, Diversity and Inclusion

We are committed to fostering an inclusive working environment where diversity is valued and everyone is treated with dignity and respect. All staff are expected to demonstrate a commitment to equality, diversity and inclusion in their work and interactions.

## Additional Information

- The postholder may be required to undertake occasional travel and/or work outside normal hours, depending on business needs.
- This job description outlines the main responsibilities of the role and is not exhaustive. Duties may change in line with organisational requirements.