

Candidate Information

Position: Housekeeping Assistant
School/Department: Student Plus
Reference: 22/110217
Closing Date: Monday 26 September 2022
Salary: £19,092 - £19,333 per annum, pro rata.
Anticipated Interview Date: Monday 10 & Tuesday 11 October 2022
Duration: Permanent and Temporary (6-Month Fixed Term Contracts)

JOB PURPOSE:

To work as part of a flexible team, cleaning allocated internal and external areas of responsibility to the required University standard using appropriate cleaning techniques, equipment and materials for each task, following agreed training procedures and policies.

MAJOR DUTIES:

1. Clean specified internal and external areas using appropriate cleaning techniques, materials, equipment as per recommended cleaning procedures. Use protective clothing as and when required.
2. Clean allocated area of work incorporating all cleaning tasks as per agreed work schedules per area or building. This may include:
 - In office buildings, vacuuming floors/carpet shampooing/cleaning and dusting furniture, fixtures and fittings/spring cleaning/scrubbing and polishing floor surfaces etc.
 - Provide a full room cleaning service as and when required.
 - Heavy duty cleaning after student functions.
 - Clean sanitary areas and collect and replenish all toilet rolls, soap and roller towels, paper towels as required. Remove and replace all rubbish bags and leave for collection.
 - Any other reasonable cleaning duties.
3. Report any equipment faults or maintenance issues in buildings or allocated areas to Supervisor.
4. Empty and clean external ashtrays and waste bins. Remove and replace waste bags and leave for collection. Brush and tidy external entrances and communal areas of buildings.
5. Use appropriate cleaning materials and equipment in accordance with Health and Safety Procedures, e.g. the use of 'cleaning awareness signs'. Clean equipment on a regular basis and store correctly after use.
6. Open and secure all doors after rooms are cleaned whilst ensuring the safekeeping of all keys/ fobs per buildings and returning them to Supervisor/Security as required.
7. Request cleaning equipment and consumables from Supervisor for allotted area and use according to recommended procedures.
8. Report all accidents/incidents immediately they occur following the appropriate procedure.
9. May deal with individual queries in an appropriate manner to ensure good customer service.
10. Comply with procedures, including those governing Health and Safety and Customer Care.
11. Attend staff training as and when required.
12. Assist in the monitoring and reporting of non-compliance within Lifestyle accommodation blocks.
13. To provide a level of customer service whilst ensuring that work conforms to an agreed quality level and standards. Promote customer service excellence within the team in all communications and contact with University staff, students and customers.
14. Contribute to the University's Carbon Management Plan and Carbon Reduction Policy and to encourage the residents to recycle appropriate items and reduce energy consumption, in line with objectives set by Queen's Accommodation. Play an active part in team goals in relation to carbon reduction and bring new ideas and initiatives to the Queen's Accommodation Green Impact Team, through engaging with those staff members who are members of the committee.
15. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

16. Adhere to QUB Data Protection Policy.
17. Required to work one weekend in June (Student Check Out), typically the first weekend in June and two weekends in September (Student Check In), typically the second and third weekend in September.

ESSENTIAL CRITERIA:

1. Recent relevant cleaning experience.
2. Experience of using cleaning chemicals in the workplace.
3. Awareness of general Health and Safety requirements
4. Ability to work as part of a team.
5. Understand the importance of confidentiality.
6. Ability to understand and comply with instructions given in the medium of English.
7. Ability to communicate clearly and politely with all visitors and staff in the University.
8. Good interpersonal skills.
9. Flexible with working hours and assist to cover shortages/work in other buildings.
10. Must be available for early starts (7am-10.00am). Some posts will require weekend workings.
11. Must wear protective uniform and clothing.

DESIRABLE CRITERIA:

1. At least 2 years recent relevant cleaning experience in a customer facing environment.
2. Relevant office cleaning experience or relevant experience of cleaning in a University Accommodation or Hotel environment.