

Candidate Information

Position: Housekeeping Assistant
School/Department: Student and Campus Experience
Reference: 25/112899
Closing Date: Monday 17 November 2025
Salary: £25,901 - £26,524 (pro rata), equivalent to £13.46 per hour
Anticipated Interview Date: Thursday 27 November 2025

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. To clean student bedrooms, bathrooms, kitchens and communal areas allocated by your supervisor as per recommended cleaning procedures.
2. Use appropriate cleaning products and equipment in accordance with Health & Safety procedures e.g the use of 'cleaning awareness' signs. Uniform and PPE provided must be used at all times in accordance with University Health & Safety policies.
3. 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 colleagues and customers.
4. Report all accidents/incidents immediately they occur following the appropriate procedure. Report any equipment faults or maintenance issues to your Supervisor.
5. Daily servicing of conference guest rooms during Summer business to include linen changes, waste removal, replenishing of toilet rolls, soap and towels as required.
6. Play an active role in reminding students to recycle appropriate items and help reduce energy consumption by turning off lights, making sure taps aren't left dripping etc.
7. Ensure the safekeeping of all keys/fobs and return at the end of each shift to your Supervisor.
8. Attend staff training as and when required and keep essential online training up to date.
9. 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.
10. Carry out any other duties which are appropriate to the post as reasonably requested by your Supervisor.

ESSENTIAL CRITERIA:

1. Cleaning experience, preferably, but not limited to, a commercial residential workplace such as a hotel or student accommodation.
2. Awareness of general Health & Safety requirements.
3. Must wear uniform provided and PPE supplied.
4. Ability to work as part of a team and understand and comply with instructions given in English.
5. Understand the importance of confidentiality.
6. Experience of using chemicals & cleaning equipment in the workplace.
7. Must be flexible and available to start work between 8 and 9.30am.

DESIRABLE CRITERIA:

1. At least 1year recent cleaning experience in a customer facing environment.

ADDITIONAL INFORMATION:

