

Job Description – Housekeeper 012



JOB DESCRIPTION

POST: Housekeeper 012
RESPONSIBLE TO: Housekeeping Supervisor 009
ACCOUNTABLE TO: Housekeeping Manager 008

Overall Purpose

To achieve and maintain exemplary standards of hygiene and cleanliness throughout contracted buildings to ensure the delivery of a high quality service.

Principle Duties and Responsibilities

1. To service rooms and/or designated areas as directed by the Housekeeping Supervisor.
2. To maintain sufficient supplies of cleaning materials and consumables relevant to the working area.
3. To be responsible for the safe keeping of keys.
4. To provide excellent customer care to all clients and staff and act in a polite and professional manner.
5. To participate in training relevant to the role.
6. To work with other team members, to ensure that work is covered during absence of colleagues.

Other Features of the Post

The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Housekeeping Supervisor.

This job description may be altered at any time in the future in line with the level of this post to meet changing business requirements, but only in full consultation with the post holder.

The post holder will be required to work across 52 weeks per year.

The post holder will be required to work across several of our contracted buildings in the central Northampton area and duties will not necessarily be limited to a single place of work. ***This job profile is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review process.***

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PERSONAL SPECIFICATION

Attributes	Criteria	Essential	Desirable	Assessment Methods: Application Form Interview Test
Qualifications	Able to demonstrate literacy and numeracy skills to a basic standard	X		Application & Test
	An NVQ or equivalent qualification		X	Application
Experience / Skills	Experience of cleaning residential or commercial interiors	X		Application, test and interview
	Able to show reasonable and practicable consideration for Health & Safety as part of the work	X		Application and Test
	Knowledge of equipment and chemicals used for cleaning		X	Application, Test & Interview
	Experience of working in the educational, public or hospitality sector		X	Application
	Commitment to excellent customer service	X		Interview
Personal Qualities	Able to work effectively in a team and independently as required	X		Application and Interview
	Ability to work under pressure	X		Application, Interview & Test
	Ability to pay attention to detail	X		Test

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