

OUR REWARD PRACTICES/
JOB DESCRIPTION:
Domestic Assistant

Generic role title:	Domestic Assistant
Job family:	Operational
Reference number:	CS-060-19-R
Grade:	Grade 1
Salary Scale:	£16,736 pro rata per annum
Contract:	Ongoing Part time 15 hours x 5 days 06.00 hrs – 09.00 hrs to include alternate weekends
School/Department:	Kent Hospitality Housekeeping
Location:	University of Kent, Canterbury campus
Line manager:¹	Housekeeping Manager or their nominee
Immediate line reports:	N A
Anticipated start date:	To be confirmed with the successful applicant

Job purpose

To provide and maintain a quality housekeeping service to students, conference delegates and staff of the University, ensuring high standards of safety, hygiene, security, legal requirements, policies, and procedures are followed.

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

¹ Line Manager may be subject to change and will be confirmed in the employment contract issued to the successful candidate.



1.	Carry out the cleaning and servicing of university bedrooms, general areas, offices, flats and houses to the agreed standards and procedures.	<i>Frequency</i>
		Daily
Example duties:		
1.1	Clean student bedrooms and bathrooms in term time and clean and service bedrooms and bathrooms during the conference periods	
1.2	Clean offices, seminar rooms, lecture theatres and common areas including toilets, sinks and showers	
1.3	Comply with all security procedures	
1.4	Deliver high standards of customer service	
2.	Maintain safe working practices to ensure compliance with legal regulations and university procedures, particularly in relation to health & safety policy	<i>Frequency</i>
		Daily
Example duties:		
2.1	Report defects, damage or shortfalls in service standards	
2.2	Operation of appropriate cleaning machinery/use of approved cleaning materials in accordance with training and instructions	
2.3	Removal of refuse to external refuse compounds ensuring cleanliness of surrounding areas.	
2.4	Ensure that tools and equipment are in good working order, reporting any faults to the supervisor	
3.	Monitor cleaning materials to ensure adequate products are available for the job in hand	<i>Frequency</i>
		Daily
Example duties:		
3.1	Use cleaning materials appropriately and economically to minimise waste where possible	

3.2 Inform supervisor when stocks are low

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/communicates with on a regular basis, and for what purpose.

Internal: Kent Hospitality staff, University staff and students

External: Conference guests and visiting members of the public

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Working with machinery (some vibration can occur)
- Working with chemicals (full PPE provided, gloves are latex free)
- Potential exposure to asbestos or other dusts
- Working in confined spaces
- Working at heights (minimal)
- Prolonged physical/manual work/Manual handling
- Contact with Human fluids (blood, saliva etc.)

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
CIEH Level 2 COSHH		✓	A,I
CIEH Level 1 Health & Safety		✓	A,I
CIEH Level 2 Manual Handling		✓	A,I

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Cleaning experience	✓		A,I
Ability to demonstrate experience handling difficult and unexpected situations		✓	I
Experience of reporting defects, damage or shortfalls in service standards		✓	I

Good communication skills including written and spoken English with the ability to receive and communicate information ensuring full understanding	✓		A,I,T
Basic computer literacy (use of email and online leave booking will be required)		✓	A,I
Ability to work on your own and as part of a team	✓		A,I
Ability to operate large cleaning machinery such as buffing machines		✓	I
Good understanding of safe working practices	✓		I,T
Demonstration of excellent customer service skills	✓		A,I

Additional attributes	Essential	Desirable	Assessed via*
Professional approach to work with a passion for delivering service excellence	✓		I
Willing to learn and improve existing skills, undertaking training as required	✓		A,I
Flexible and willing to assist with cover as reasonably requested outside of specified hours	✓		A,I
Approachable manner	✓		I
Commitment to Equality and Diversity and Inclusivity practices	✓		I
Level of Physical fitness sufficient to undertake the duties of the role as outlined	✓		I

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview