

Commercial Services: Housekeeping Department

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

Job purpose

To provide and maintain a quality housekeeping service to students, staff and visitors of the University. Following the departments Health and Safety compliancy ensuring best practice is used at all times

Clean student bedrooms, offices and teaching areas ensuring high standards of hygiene, health and safety and security. To ensure legal requirements and University policies are adhered to.

Promote the departments core values: supporting a one team approach whilst delivering excellent customer service, Honesty, Ownership, and Inclusivity.

Reference:

EST-085-22

Salary:

Grade 1/2

Contract:

Ongoing

Part time 30 hours 06:00am – 12:00pm
Monday to Sunday, 5/7 days per week

Location:

Canterbury campus; with a requirement to work across campus

Responsible to:

Housekeeping Manager or their nominee

Responsible for:

Not applicable

Job family:

Operational

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Carry out general cleaning duties using a variety of domestic and commercial machinery as appropriate to the task
2. Preserve the cleanliness and security of your working environment and its facilities ensuring an adequate supply of resources for daily use
3. Maintain a proactive awareness of safe working practices in line with COSHH and the departmental risk assessments
4. To work effectively with colleagues across campus to ensure the best use of skills and experience to achieve the departments objectives
5. Ensure defects, damage and shortfalls in service standards are effectively reported in line with the local procedures
6. Ensure the department policy for the safe use of keys and access fobs is adhered to.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. Provide a friendly, approachable, and helpful manner for all service users, acting as a positive ambassador on behalf of the University.
2. Required to read, absorb and understand all written materials concerning the department e.g. policies, procedures, work allocation and training
3. Have a flexible approach to support the department and colleagues to meet business requirements outside of your agreed working pattern.
4. Role holders will be expected to use their initiative to identify additional service requirements or replacements needed to maintain the fabric of the buildings
5. The role holder may be required to clean up bodily fluids on occasion.

Facts & figures

N/A

Internal & external relationships

Internal: Students and staff at all levels

External: Contractors 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 e.g., scrubbing machines and steam cleaners
- Working with chemicals, appropriate PPE provided
- Potential exposure to asbestos or other dusts
- Working in confined spaces
- Working at heights
- Prolonged physical/manual work/Manual handling e.g., lifting bin bags and/or equipment
- Working in isolation e.g., early mornings, late evenings outside of core University hours
- Contact with Human bodily fluids
- Pressure to meet important deadlines associated with business needs
- There may be a requirement to work evenings and weekends
- Ability to travel in a timely and efficient manner between designated work areas

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.

You'll be able to demonstrate the following skills, experience, abilities, and personal interests:

Essential	Assessed via
• General education to include English	A,I,
• Good communication skills including written and spoken English with the ability to receive and act upon instructions	A,I,T
• Able to work efficiently on own as well as part of a team and contribute effectively to good teamwork	A,I
• Strong personal organisation skills with attention to detail	A,I
• Ability to effectively undertake all the physical demands of the role	A,I
• Willingness to undertake all personal development and training required to maintain and improve skills and knowledge	A,I
• Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role	A,I
• Understanding of health and safety procedures and the need for safe working practices	A,I,T
• Flexibility in working hours is required to meet operational requirements outside of specified hours	A,I
• Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience.	A
Desirable	Assessed via
• Cleaning experience and use of machinery	A,I
• Previous training in cleaning methods	A,I
• Basic computer knowledge (use of email)	A,I

* A - Application; I - Interview; T - Test/presentation at interview stage