



Where students are at home.

Host Student Housing Management (UK) Limited

Job Description

Post:	Housekeeper
Starting Wage:	£12.25 per hour
Status:	Part Time, 15 hours per week.
Location:	The Hub – 21-25 South Lambeth Road, Vauxhall, London
Days of Work:	Weekdays – Monday to Friday – 5pm to 8pm.
Line Manager:	Property Manager
Responsibility:	To work as part of a close team, providing cleaning and housekeeping services at the above property. The position requires a high-quality cleaning service, delivered in a customer focused manner. You will be working at the above property, and we expect a flexible approach from our staff.

About us

Host Student Housing Management (UK) Ltd have more than 20 years' experience in developing, building, operating and owning student accommodation in the UK and Europe. In 2016 we launched the student facing brand, **Host** – the **HO**me for **ST**udents.

What we do

Welcoming. Happy. Helpful. We're here to provide a stress-free living experience for students and see them get the most out of their experience while at university or college. We're everything a good HOST should be.

We're caring, knowledgeable and trustworthy. We're modern and easy going. We don't make a fuss. We keep things simple. Get things sorted. And work hard behind the scenes to create a student home that is a calm, stress-free, fun place to be, free from the pressures and worries of the outside world. Exactly how a home should feel.

Why work for us

We think you'll like being with us. We're supportive and on your level. We strive to offer the best student experience in our market. And we work together to deliver nothing less than brilliance to our students, our investment partners and our university partners.

We keep it casual, easy going, and fun. We're a friendly and approachable bunch. We're here to offer good advice and listen, when needed. We're here for our staff every step of the way. No question is ever too big or too small. We value all input and contribution.

And as a result of our people's hard work and dedication, we're proud to have won some awards. Not just for the quality accommodation and service we provide to our students, but we've also been awarded Investors in People accreditation.

We recognise the importance and value of our people, and the incredible contributions they make to ensure a safe, friendly and comfortable environment for our students to live in. We lead, support and manage our people well for sustainable results.

We think of ourselves as one big family, here to make our students feel at home, working together to show how great a true HOST can be.

REQUIREMENTS

- Previous domestic or commercial cleaning experience.
- Experienced in the safe use of all types of cleaning equipment.
- High standards with regards cleanliness and hygiene.
- Able to demonstrate a professional and calm approach when handling difficult situations, with experience in a customer facing role.
- Oral and written communication skills including the proven ability to engage with customers, colleagues and third-party suppliers.
- Awareness and understanding of Health and Safety issues and the need for safe methods of working, particularly in relation to COSHH regulations.
- Skilled in understanding and delivering against customer needs.
- An ability to work at pace whilst maintaining a high level of accuracy and attention to detail.
- Ability to manage own time effectively, taking the initiative and prioritising tasks when required, multitasking and meeting deadlines.
- Ability to work with a positive and collaborative attitude, with the ability to adapt swiftly
- Flexibility and a willingness to assist at short notice is essential.
- Willingness to be flexible at key times of the year, to offer a 'can-do' attitude to ensure the completion of what is required.

MINIMUM STANDARDS OF PERFORMANCE

1. Key Role Duties:

- 1.1 General cleaning of all communal areas on a regular basis e.g. Corridors, offices, external areas and as directed, residents' rooms.
- 1.2 Ensuring that the properties are presented to the required standard and undertaking ad-hoc and emergency/incident response cleaning as required.
- 1.3 To maintain the common areas to a high standard. This will include cleaning of the work surfaces, oven, hob, kettle, toaster, microwave, fridge/ freezer exterior, splashbacks, windows, as well as vacuuming and mopping floors and cleaning furniture.
- 1.4 To clean the internal doors, frames and glass as necessary.
- 1.5 To mop vacuum and generally clean flooring throughout the accommodation.
- 1.6 Ensure areas are free from rubbish, dirt, dust, debris, marks, extraneous liquid or solid substances.
- 1.7 Ensure no marks, excess materials or unpleasant odour remains as a result of the cleaning operation.
- 1.8 Ensure areas are left hygienic, not slippery or hazardous to all persons within the accommodation.
- 1.9 Maintaining adequate arrangements for the removal of refuse and litter.
- 1.10 To assist with periodic deep cleaning ensuring all resident accommodation is restored to the highest standard of cleanliness ahead of the check in date.
- 1.11 Maintaining a log of all materials and requisites for your duties and advising the Management as required.
- 1.12 Adhering to stock control measures, including accurate recording, monitoring and maintaining stock levels on a regular basis, advising Management of any levels that fall below the minimum levels required.
- 1.13 Replenishing any consumables necessary in common areas of the accommodation.
- 1.14 To advise the Management of any flats that are not being kept clean and tidy and report on any health and safety or maintenance issues.
- 1.15 The post holder may be required to undertake internal training courses/ sessions to facilitate the duties asked of them.
- 1.16 Assisting with moving stock around the accommodation and assisting with replenishing white goods within the student flats.

2. Customer Service

- 2.1 Providing reception support during daytime hours when required.

- 2.2 Dealing with any property related issues in a timely manner, following up on any unresolved matters and engaging with other colleagues and Management when necessary.
- 2.3 Assisting all customers in a professional and courteous manner, communicating effectively both face to face and on the telephone, showing empathy and responding with urgency to customer requests.
- 2.4 Answering and assisting with all customer queries both face to face and on the telephone.
- 2.5 Providing a decisive and effective response to customer complaints assisting in and resolving issues and escalating as appropriate.
- 2.6 To be familiar with all policies, services and facilities available from Host so as to be able to resolve/answer routine queries on tenancy matters or enquiries from residents on the scheme.
- 2.7 Registering of residents and their guests as and when required. Assisting with the check in and check out process.

3. Compliance and Accountability

- 3.1 To ensure that at all times all legal requirements and Host directives or procedures are adhered to relating to Health & Safety at Work and lone working at all times. Ensuring that all works undertaken meet the highest safety and quality standards in line with current regulations at all times.
- 3.2 Awareness of COSHH regulations. Ensuring that products are stored and disposed of in the correct manner.
- 3.3 To understand and respond to all Health and Safety matters.
- 3.4 To ensure statutory obligations and Company Policy relating to Privacy and Data Protection law are observed.
- 3.5 To at all times adhere to the policies and procedures laid down by Host to ensure central process and all duties are conducted in line with the appropriate guidance.
- 3.6 Ensuring the correct uniform is worn at all times including ID badge. Uniform/ protective clothing will be provided which must be worn at all times.
- 3.7 To ensure that the site is secure at all times. Ensuring safe access to buildings at all times.
- 3.8 Not to allow entry to any unauthorised visitors.
- 3.9 Maintaining accurate records and paperwork for the property and relating to site operations, ensuring reporting process are compliant with Host's processes.
- 3.10 Reporting any appliances found to be in poor working order to the maintenance and Management teams.

4. Teamwork

- 4.1 Demonstrating a flexible approach to work and willingness to undertake all reasonable duties at the request of managers.
- 4.2 Working collaboratively to help support the overall operational team to deliver its business plan and broader objectives.
- 4.3 Working in a collegiate and supportive manner with colleagues, ensuring opportunities to share best practice are utilised.
- 4.4 Developing and maintaining productive working relationships with third party suppliers.
- 4.5 Embracing change, supporting the business and colleagues through the business transformation.
- 4.6 Supporting initiatives to enhance sales opportunities and performance within the accommodation.

The foregoing will involve irregular hours, days and attendance, and is not intended to be an exhaustive list of duties of the post.

You may be asked to carry out other tasks that are comparable with your duties. Tasks of a similar nature may be allocated by the Property Manager, not least of which shall be those seen as contributing to the general overall development of the service provided.

From time to time the Management may require the post holder to work additional/alternative hours to provide extra cover according to operational demands. Appropriate rates of pay will be given to the post holder for work carried out above the 15 hours.

The post holder will be expected to be contactable out of hours in case of emergency.

Requirements Accepted:

Signed:-

Printed:-

Date:-