



Job Title: Housekeeper
Reports to: General Manager
Working Hours: 20 hours per week
Based: Guildford Plaza, Guildford

About us:

Habito Co-Living is a new-to-the-market community-focused living solution that redefines rental spaces for a modern, connected lifestyle. Habito offers more than just a place to live, it's a carefully curated environment where residents can thrive together.

Habito's spaces feature thoughtfully planned common areas, sustainable amenities, and conveniences aimed at reducing stress and enhancing daily life. With designer interiors and a commitment to creating positive environmental and social impacts, Habito Co-Living is about transforming city living into a more fulfilling, sociable, and eco-friendly experience.

We are committed to fostering a positive and collaborative work environment where each staff member is valued, equipped with tools for professional growth, and motivated by a shared mission to enhance the overall living experience for our residents. Through a culture of continuous improvement, open communication, and a strong sense of community, we aim to create a workplace where every team member feels fulfilled, motivated, and proud to contribute to the success of our residents and the company as a whole.

Purpose of the role:

Our Housekeepers play a vital role in ensuring the smooth operation of our co-living community. By maintaining an exceptional level of cleanliness and hygiene, they help create a safe, welcoming and enjoyable environment for residents and visitors alike.

This role is more than just cleaning; it is about contributing to a positive living experience, where residents feel comfortable, supported and proud of the place they call home. Your efforts will directly influence resident satisfaction, the upkeep of the property and the sense of community within the development.

What you'll do:

- Clean and maintain communal areas, private rooms and shared facilities to ensure a consistently high standard of hygiene and presentation.
- Carry out end-of-stay cleans to prepare rooms and shared spaces for incoming residents, ensuring all areas are spotless, fresh and welcoming.
- Work collaboratively with the wider team to ensure residents enjoy an exceptional living experience and a safe, comfortable environment.
- Interact warmly with residents, responding professionally to their concerns and requests related to cleanliness, hygiene and room readiness.
- Assist in the preparation and clean-up of communal spaces for resident events and activities, helping to create a seamless and enjoyable experience for all.
- Monitor and maintain shared appliances (e.g. ovens, fridges and washing machines) to ensure they remain in good working order and are hygienic for resident use.
- Conduct regular checks of high-traffic areas during the day to maintain cleanliness and address any immediate cleaning needs promptly.
- Contribute to a positive living atmosphere by ensuring all areas meet Habito's high cleaning standards and expectations of tidiness and care.

Key responsibilities (including, but not limited to):

Cleaning

- Perform routine cleaning tasks such as vacuuming, mopping, dusting, sanitising surfaces and emptying bins in communal areas, shared kitchens, bathrooms and private rooms.
- Conduct deep cleans of vacated rooms (including carpets, windows, door frames, skirting boards, furniture and fixtures) and vacated ensembles (including the toilet, shower, sink, floor and extract fan) ensuring the space is thoroughly sanitised and ready for the next resident.
- Where appropriate, replace communal or provided items, such as linens, towels and toiletries, during room resets for new residents.
- Undertake deep cleaning tasks in high-traffic areas such as shared kitchens, bathrooms and lounge spaces, ensuring appliances and fixtures are spotless and well-maintained.
- Clean and sanitise communal appliances, such as ovens, microwaves, fridges and washing machines, ensuring they remain hygienic and operational for resident use.
- Perform periodic window and curtain cleaning in communal areas and private rooms to maintain a fresh and welcoming appearance.
- Respond to emergency cleaning requests, such as spillages, broken glass or accidents, to ensure the continued safety and comfort of all residents.

Customer Service

- Interact professionally and warmly with residents, addressing their questions, concerns and requests related to cleanliness, laundry or room preparation in a timely, courteous manner.
- Proactively anticipate resident needs, offering assistance or solutions to enhance their living experience and ensuring they feel supported within the co-living community.
- Assist with the check-in and check-out process, helping register residents when needed.

Stock and Facilities Management

- Monitor and maintain inventory levels of cleaning supplies, consumables (e.g. soap, toilet paper and bin liners), and communal items, notifying management of shortages and reordering when necessary.
- Organise and restock cleaning supply storage areas, ensuring all items are properly labelled and accessible ensuring accurate recording and monitoring of stock levels, with clear communication of shortages.
- Oversee communal laundry facilities, assist residents with using equipment when needed and ensure machines are clean and in good working order.
- Manage the cleaning, laundering, and restocking of provided linens, towels and other communal textiles when necessary.
- Ensure proper waste disposal, separating recyclable and general waste in compliance with UK environmental regulations.
- Manage the refuse and recycling areas to prevent a build-up of waste or pest issues.

Maintenance Reporting

- Regularly inspect communal and private areas for wear and tear, damage or safety hazards, reporting issues promptly to the maintenance or management team.
- Report any faulty or malfunctioning appliances, fixtures or cleaning equipment, to assist the wider team in arranging for repairs or replacements as needed.
- Escalate urgent safety concerns, such as leaks, broken glass or electrical hazards.

Health, Safety & Compliance

- Follow UK health and safety standards, including COSHH (Control of Substances Hazardous to Health) guidelines, to ensure the safe handling and storage of cleaning chemicals.
- Use all cleaning tools and equipment (e.g. vacuum cleaners, mops and steam cleaners) safely and in line with operational guidelines.
- Report any issues found with fire exits, extinguishers or safety equipment to ensure they remain unobstructed and functional.
- Comply with safe manual handling practices when lifting, carrying or moving heavy items such as furniture, cleaning equipment or waste bins.
- Participate in regular training sessions, both internal and external where necessary, to stay up to date with best practices and legal requirements.
- Ensure communal spaces, such as kitchens, adhere to hygiene standards to prevent food contamination risks and communal fridges are kept on top of with regards to out of date food.

What you'll bring:

- Previous experience in housekeeping, cleaning, or facilities management, ideally within a co-living, residential or hospitality environment in the UK.
- A keen eye for cleanliness and presentation, ensuring all areas are maintained to a high standard.
- The ability to perform physical tasks such as lifting, bending and standing for extended periods.
- A warm and approachable demeanour with excellent interpersonal and communication skills to interact positively with residents and team members.
- A motivated and flexible approach, with the ability to manage tasks independently and identify areas needing attention without direction.
- Familiarity with UK health and safety regulations, including COSHH guidelines and safe cleaning practices.
- The ability to respond quickly and effectively to cleaning or maintenance challenges, such as urgent end-of-stay cleans or addressing resident concerns.
- A collaborative mindset, working effectively with colleagues in a fast-paced, resident-focused environment.
- Willingness to adapt to the dynamic needs of a co-living community, including evening or weekend shifts when required.

Other

The foregoing will involve irregular hours, days and duration of attendance, and is not intended to be an exhaustive list of duties of the post. You may be asked to carry out other tasks which are comparable with your duties. Tasks of a similar nature may be allocated, not least of which shall be those seen as contributing to the general overall development of the service provided.

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