

Job Title: Housekeeper

Reports to: Area Manager

Working Hours: 30 hours per week

Based: Trust House/The Northfield/Northernhay House, Exeter

About us:

Host Student Housing Ltd is one of the largest providers of student accommodation in the UK. But more than that, we're a specialist operator, developer and owner.

Having been established over two decades ago, we have extensive knowledge of the sector and a track record of working with universities, global investors and third-party clients – both at home and abroad. We are responsible for the development, operation and management of more than 23,000 student beds in over 30 cities throughout the UK and Europe.

Our purpose at Host is to redefine the student living experience by providing exceptional Purpose-Built Student Accommodation. We are committed to creating vibrant, safe and inclusive communities that foster academic success, personal growth and a sense of belonging for our students.

We are committed to fostering a positive and collaborative work environment where each staff member is valued, equipped with the tools for professional growth and motivated by a shared mission to enhance the overall living experience for our students. 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 students and the company as a whole.

Purpose of the role:

Our Housekeepers play a vital role in ensuring the smooth operation of our student 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 in the property.

Key Responsibilities (including but are not limited to):

- 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 Host's high cleaning standards and expectations of tidiness and care.

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 in high-traffic areas like shared kitchens, bathrooms, lounge spaces and bin stores, ensuring appliances, fixtures and waste areas are clean 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.
- Assist with periodic deep cleaning ensuring all resident accommodation is restored to the highest standard of cleanliness ahead of the check in date.

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 whilst living with Host.
- 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 flagging any risk to your line manager
- Promote a safe living and working environment by adhering to health and safety standards at all times and addressing issues as appropriate.

Team Collaboration

- Work closely with other departments, such as maintenance and management, to ensure smooth operations.
- Lend a hand with other ad hoc tasks to maintain standards and student expectations such as covering the reception desk or helping with parcels.
- Support colleagues with ad hoc maintenance tasks, such as event setup, furniture arrangement or equipment installation.
- Actively participate in team meetings and provide input on how to improve maintenance processes or resident satisfaction.

Person Specification:

- Previous experience in housekeeping, cleaning or facilities management, ideally within a student accommodation, 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 be flexible at key times of the year, to offer a 'can-do' attitude to ensure the completion of what is required.
- A resident-first approach, with a passion for creating a comfortable and welcoming living environment.

Additional Information:

The responsibilities outlined above are not exhaustive and you may be required to undertake additional tasks that align with your role, including those that contribute to the continuous improvement of our service.

The post holder may be required to provide emergency support outside of standard working hours in exceptional circumstances, but this is not part of the usual on-call rota.

Flexibility may be required during peak operational periods, such as student move-in and move-out.