

**Message from the Director of Estates and Facilities Management**

*Dear Colleague,*

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

*Graham Howard*

## Job Title: Housekeeper

Job Ref: REQ250543

General Details	
Job Title:	Housekeeper
Professional Service:	Residential – Estates & Facilities Management
Location	Loughborough University
Tenure:	Open ended -52 week & Term Time Contracts
Hours/FTE	Various Part Time hours
Grade/Salary	Operational Services Grade 1 - £12.60 per hour.
Holiday	36 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 24.8%
Starting date:	Asap

Job Purpose
The daily cleaning of residential areas for students and conferences in accordance with the service specification to meet both quality and frequency standards.

Management & Supervision	
Reporting to:	Assistant Hall Manager, Hall Manager

Responsibilities
<p><b><i>Cleaning of Bedrooms and Communal Areas</i></b></p> <ul style="list-style-type: none"><li>• Vacuuming all carpeted floor areas, to include bedrooms and corridors</li><li>• Dusting of all desks, bookshelves and window sills</li><li>• Cleaning of all ablution areas (bathrooms and shower rooms) and lavatories and wash hand basins</li><li>• Emptying of waste bins</li><li>• Mopping of staircases, stair landings and stairwells &amp; cleaning of stair balustrades</li></ul> <p><b><i>Cleaning of Kitchen Areas</i></b></p> <ul style="list-style-type: none"><li>• Catered Halls: Work surfaces, sinks and floor surfaces, cookers, refrigerators, grills, toasters etc.</li><li>• Self-Catering Halls: Cookers, refrigerators etc to be cleaned</li></ul> <p><b><i>Linen/Bed Making</i></b></p> <ul style="list-style-type: none"><li>• Make up beds and collect and remove soiled linen on a daily basis during conference periods</li></ul> <p><b><i>Health, Safety and Hygiene</i></b></p> <ul style="list-style-type: none"><li>• All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy &amp; Procedures</li><li>• COSHH regulations should be followed</li></ul>

- Maintain a high degree of security at all times, will be a key holder whilst working and be expected to follow correct access procedures to rooms and buildings and not infringe any data protection regulations
- Expected to clean round customer's personal property and treat with respect

### ***Training***

- Attend customer service training course
- Attend any other relevant training to the position
- Can attend other training

### **Points to Note**

Employment is on a 5 over 7 basis. Within the 52 week positions you will occasionally be required to work at weekends during the conference periods as and when required.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

## Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

## Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

## Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

## Organisational Responsibility

The role holder will report directly to the Hall Manager

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria		
Area	Criteria	Stage
Skills and abilities	Ability to carry out all duties and responsibilities of this post, including vacuuming carpeted floor areas, dusting, mopping and cleaning of ablution and kitchen areas, and removal of rubbish to designated areas	3
	Ability to make up beds and remove soiled linen during conference periods	1,3
	Ability to work as part of a team and to collaborate with others	3
	Ability to communicate with colleagues, managers, students, and other guests as required	3
Training	Ability to communicate with colleagues, managers, students, and other guests as required.	3
	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	3
Other	Required to work at weekends during conference times as and when required (5 over 7) *.	3
	Commitment to observing the University's Equal Opportunities policy at all times	

\*52 week (5 over 7) positions

Desirable Criteria		
Area	Criteria	Stage
Experience	Experience of commercial cleaning eg offices, hotels or similar environment	1,3
Qualifications	NVQ 1 or 2, or equivalent in Hospitality	1,3
	Customer service qualification	1,3