# JOB DESCRIPTION

**Department:** Housekeeping  
**Job code:** HK-DA-17  
**Job title:** Domestic Assistant  
**Date:** March 2017

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**Organisation chart:**

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Senior Housekeeper  
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|    |    | Domestic Supervisor
|    |    | DOMESTIC ASSISTANT
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**Purpose of job:** To ensure that the highest possible standard of housekeeping is achieved in designated College buildings within the allocated budget.

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**Responsible to:**  
- Senior Housekeeper  
- Domestic Supervisor  
**Grade:**  
- Supervisor  
- Supervisor

**Responsible for:** N/a  
**Grade:** N/a

**Qualifications:**  
- NVQ level 1 in Housekeeping desirable

**Skills:**  
- Reliable, with a methodical and thorough approach to all tasks undertaken.  
- Ability to achieve and maintain a high standard of hygiene and cleanliness in all rooms allocated.  
- Willingness to adopt a flexible approach to tasks.  
- Observant, and able to report/follow up on any areas of concern.  
- Ability to cope with a varied and demanding workload.  
- Flexible in approach to working weekends when required

**Work experience:**  
- Knowledge of correct usage and application of a range of cleaning products.  
- Previous household/domestic experience.

**Memberships of Professional Bodies**  
- N/A

<table>
<thead>
<tr>
<th>Duties and responsibilities:</th>
<th>Time and frequency:</th>
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<tbody>
<tr>
<td>1. To undertake cleaning and conference room preparation duties in specific areas of the college as allocated on a schedule by a Domestic Supervisor or the Senior Housekeeper, and proactively report additional cleaning requirements.</td>
<td>Daily</td>
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<td>To ensure, as part of all cleaning duties, that rubbish is disposed of according to the College procedures and that hospitality items (paper towels &amp; toilet paper etc) are renewed or reported as necessary.</td>
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<td>To ensure any damage or excessive wear and tear to property, furnishings, or other assets of the College are reported to the Domestic Supervisor or Senior Housekeeper and a requisition is submitted to the Maintenance Department as appropriate. To encourage students to report all damage to Maintenance Department.</td>
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<td>To encourage students and other room occupants to report all damage to the Maintenance Department.</td>
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<td>To be responsible for reporting immediately, and before leaving the College, any gas, electricity, plumbing or carpentry maintenance requirements to the Maintenance Department.</td>
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<td>To ensure that all work carried out on behalf of the Housekeeping department is done so in accordance with College safety rules and health and safety legislation/environment standards.</td>
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<td>To undertake any ad-hoc tasks reasonably requested by the Domestic Supervisor or the Senior Housekeeper.</td>
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**Confidentiality:**
- Confidentiality and discretion required by staff in contact with Fellows, students, staff and members of the College, as well as conference delegates

**Contacts:**
- Fellows, students, staff and members of the College
- Potential to meet conference delegates

**Accuracy:**
- Accuracy is essential in the maintenance of high cleanliness and hygiene standards to maximise customer satisfaction and, minimise down time of accommodation and potential loss of revenue.
- Accuracy is essential in the reporting of repairs and maintenance to the Maintenance Department to minimise down time of accommodation and potential loss of revenue.
- Accuracy is essential in compliance with Health & Safety legislation, policies and procedures to minimise injury to College staff and external contractors.

**Responsibility for cash, purchasing or physical assets:**
Responsible for ensuring effective and efficient use of College cleaning materials and equipment to avoid damage and potential repair/maintenance costs.

**Mental, visual or physical strain:**
Some potential for moderate physical strain (as normal for the job role) whilst overseeing and carrying out housekeeping work across on the College site.

**Exposure to occupational hazards:**
Potential for exposure to the chemical hazards from cleaning materials, and therefore essential to comply with COSHH and all Health & Safety policies and procedures in force within the College.

**Other information:**
N/a
Comments or supporting statements from the Domus Bursar:

If you are unsure at any point in time of Health and Safety systems in place, you have a responsibility to ask and ensure you are aware of all in house training and systems.

This will be part of a legal binding contract in conjunction with the terms and conditions set out in the offer letter and the staff hand book.

Please sign below if you understand and agree to accept the job as described above.

Applicant's signature: ___________________________ Date: __________________