

## **Duties and Responsibilities**

- Carrying out cleaning duties for allocated areas of work, which may also include immediate external entrance areas, using the appropriate cleaning schedules, equipment and cleaning materials to maintain the standards of the British Institute of Cleaning Science.
- Carrying out specific cleaning tasks, such as cleaning carpets, etc., using industrial and standard cleaning equipment.
- Working in a safe manner, in accordance with University and departmental Health and Safety policies and procedures, and reporting any hazards immediately.
- Maintaining the safe use and storage of cleaning materials and equipment, including the reporting of any defects.
- Maintaining sufficient supplies of cleaning materials and consumables for the working area and ensuring that they are stored safely and securely.
- Providing excellent Customer Care to all staff, students and visitors to the University, and assisting them with any concerns, complaints or queries that they may have.
- Assisting to maintain the University buildings in a good state of repair by reporting maintenance issues.
- Maintaining the security of University buildings, including the security of keys, key cards and fobs, to ensure the safekeeping of items belonging to University staff, students and visitors.
- Recording bedroom occupancies, making beds, and exchanging linen, in accordance with departmental practice, including the transportation of linen to designated points which may involve use of staircases.
- Assisting in the moving of furniture and soft furnishings.
- Supporting and assisting the University to meet their recycling targets by promoting local schemes, and encouraging staff and students to use the various recycling opportunities in their area. Emptying and removing waste and recyclable materials using the appropriate bags and taking to the dedicated collection points.
- Participating in training relevant to the role, and attending team meetings and communication briefings as appropriate.
- Ensuring that Line Managers are informed of any operational issues, concerns or suspicions, relating to bedroom occupancy or the wellbeing of residents, students and customers.
- Working with other team members to ensure that work is covered during the absence of colleagues.

This list is not exhaustive and will be reviewed periodically when adjustments may be made. Other duties may be requested which are consistent with the nature of the role.