

JOB DESCRIPTION

Vacancy reference:	SRF36842
Post Title:	Household Assistant
Grade:	Grade 1
School/Department:	Campus Commerce- Hotel & Conferences Services
Reports to:	Household Supervisor/Deputy House Manager

Purpose

Henley Business School is situated in 30 acres of beautiful countryside in the Chiltern Valley on the banks of the River Thames, two miles from Henley-on-Thames. It provides management training for Postgraduates and Senior Executives from all around the world.

The core purpose of the Hotel and Conference Services is to deliver a World Class Service which supports Henley Business School's strategic principles in promoting the quality of the Business School and its physical learning environment.

We deliver an exceptional service experience, and our operational and support staff plays a significant part in delivering the Henley experience. Their contribution plays a major role in sustaining our quality reputation.

The Household team is a professional service team, carrying out the cleaning of all areas within the Business School, including 100 guest bedrooms to the highest standards.

Main duties and responsibilities

- Cleaning of a designated public area/conference facility and up to 12 bedrooms to meet the required standards.
- Replenish consumable supplies as required e.g. toilet rolls, paper towels, soap etc.
- To use various floor care machines as required (training will be given on specific items of equipment).
- To undertake high level cleaning as and when required with the aid of the appropriate equipment.
- Recording and reporting faults and maintenance requirements.

Supervision received.

Household Assistants report directly to the Household Supervisor/Deputy Household Manager or Household Manager in the absence of the former.

Supervision given.

General supervision of other Household Assistants may be necessary from time to time, particularly when inducting new members of the team.

Contact

Household Assistants will come into contact with staff and members of the public on a regular basis and are expected to be courteous and helpful at all times.

Terms and conditions

The hours of work are 36 per week, worked over 5 days. There will be a degree of flexibility on the days and times worked for the right applicant. (Earliest start 06.00) some weekend and overtime working might be required. Employees are expected to comply with current Health and Safety legislation and the University's policies and procedures.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Date assessed: July 2021

PERSON SPECIFICATION

Job Title	School/Department
Household Assistant	Campus Commerce- Hotel & Conferences Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Housekeeping Experience (Cleaning offices, conference rooms, hotel bedrooms & public areas including toilets to a high standard) • Basic English language skills • Good Communication Skills. • An eye for detail 	
Knowledge	<ul style="list-style-type: none"> • An awareness of Health & Safety issues in relation to Housekeeping & Cleaning 	<ul style="list-style-type: none"> • An understanding of the principles of COSHH • An appreciation of environmental issues in relation to wastes and recycling.
Relevant Experience		<ul style="list-style-type: none"> • Previous Housekeeping/Cleaning Experience
Disposition	<ul style="list-style-type: none"> • Positive and flexible approach to work, including a willingness to change shift pattern as required. • Ability to maintain effectiveness under pressure. • Strong focus on customer service • Reliable attendance & timekeeping • Ability to work well in a team of mixed nationalities and mixed cultures. • Well-presented and able to conduct themselves in a professional environment. 	

Completed by: Eve Collins	Date: 01/07/2021
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