



ROLE DESCRIPTION

Job Title: Housekeeping Steward	Department: House Team
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Responsible To: House Manager	Date Prepared: 20 February 2006 (Revised March 2007, April 2014, September 2017, July 2018, August 2019)
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Working Hours: 40 hours/week: 5 days out of 7, to include weekend and evening working. Some overtime by prior arrangement. Flexibility essential.

Summary of Job: To perform a range of cleaning duties in both public and residential areas, and to assist with the set-up of rooms for classroom use, for internal events and external functions such as weddings and conference. To ensure that the Manor is presented to the highest of standards at all times and that the requirements of the College and of its clients are met. Effective working with other teams within the College is essential in carrying out the work as a Housekeeping Steward.

- Education/Experience Required:**
- Experience of working in a cleaning department and/or preparations and set-up for conferences/weddings etc is essential;
 - Ability to lift and move tables, chairs, and other equipment; and to perform cleaning tasks;
 - Ability to organize and prioritize tasks, keeping to assigned schedules;
 - Ability to work both on own initiative and as part of a team;
 - Ability to respond to client’s requests efficiently, effectively and in a timely manner;
 - Flexible approach to working hours;
 - Ability to work at heights on occasions;
 - An “eye for detail” in carrying out all tasks;
 - Experience with chemical cleaning materials desirable (COSHH training will be provided);
 - Basic computer literacy desirable;
 - Possess a valid current driving licence.

- Key Duties/Roles:**
1. To ensure teaching rooms, function rooms, and other areas within the College are set up to internal/external client’s requirements at the direction of the House Manager, liaising with other departments as required.
 2. To perform any combination of cleaning duties to maintain all public and residential areas. Such duties to be directed by House Manager and will include, but are not limited to:
 - a. the cleaning of all styles of rooms, hallways, reception areas, stairways, toilet and shower facilities;
 - b. the cleaning of carpets, rugs, and upholstered furniture;
 - c. the sweeping, washing, and polishing of floors;
 - d. the dusting of furniture and A/V equipment;
 - e. the removal of rubbish;
 - f. making beds in preparation for students or guests;
 - g. washing of internal windows, mirrors, walls, woodwork, polishing as needed;
 - h. providing necessary supplies to all areas of the House, including changing light bulbs
 3. To assist the House Manager and the Events team at events, carrying out cleaning tasks during weekend/evening work hours as required.
 4. To periodically check furniture (classroom and banqueting) and audio-visual equipment for proper placement, malfunction, and/or serviceability, reporting any problems to the House Manager.
 5. To report any maintenance needs, damage, or missing items to the Manager.



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6. To maintain the serviceability of all store cupboards.
7. To ensure cleaning equipment/materials are available for resident students and faculty at all times.
8. To assist in receiving/dispatching laundry and other House stores from/to suppliers, recording items as directed by the Manager.
9. To understand Health and Safety principles, use Safe Working Practices, as developed by the College, and be aware of the safety and security of others.

Other Duties/Roles:

1. To provide help and advice to residents, staff, visitors, and guests, where able and as required.
2. To assist other departments as directed by the House Manager.
3. To attend personal training courses, including First Aid, as required by the College.
4. To carry out, from time to time, other reasonable duties as directed by the House Manager or other members of senior staff.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

All staff at Harlaxton College must be capable of delivering high service standards, have a meticulous attention to detail and be able to work under pressure.

All staff at Harlaxton College must be outgoing, dedicated and enthusiastic persons, who are both team players and able to work on own initiative.

We are always looking for people who are not afraid to 'go the extra mile' to provide exceptional service.

At Harlaxton our goal is the “Be the Best, Care the Most.”