



Job Description and Person Specification

Summary

Job title:	Site Services Housekeeper
Area:	Facilities Management – Site Services
Reference:	EHS0436-0325
Grade and Salary:	£23881 per annum, pro rata. Grade 1, Point 11
Contract Type:	Permanent
Hours:	Part Time (6 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	Site Services Manager
Reporting to:	Site Services Supervisor

About the Department

Facilities Management (FM) at Edge Hill University is the largest support department, with 13 defined service areas. Providing hard and soft FM services to students, staff and visitors. Our FM Team is recognised within and beyond the higher education sector, and at senior executive level and board level, for customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment, and retention of students.

The Site Services team is one of the thirteen operational services within FM, providing a professional, integrated and extremely flexible in-house service to all our customers including students, staff, visitors and partners. Maintaining a safe, inclusive and welcoming environment for all, including the provision of over 2000 residential students on campus.

The main aim of the service is to provide a highly proficient, motivated and effective workforce which is committed to providing a high standard of Cleaning and Portering Service across campus. Thereby, assisting the core business of the university and to create an environment that is conducive to work and aesthetically pleasing for all users of the University.

About the Role

The Site Services Department is essential to the smooth running of the University, you will be responsible for delivering excellent cleaning services throughout the campus, ensuring all spaces are well-maintained. In addition, you will provide excellent customer service to our students, staff and visitors, contributing to the overall success of the University. Your efforts will support the ongoing improvement of our services and standards, working collaboratively with the rest of the facilities team to enhance the overall experience.

Duties and Responsibilities

1. Carry out cleaning tasks across the campus building according to established standards, utilizing cleaning materials efficiently and cost-effectively as instructed by the Site Services Supervisor.
2. Continuously provide professional, friendly and engaging service.
3. A weekly cleaning schedule will be provided outlining the standard routine to follow. However, adjustments may be required at the supervisor's discretion to accommodate varying building usage and to cover sickness or holiday absences.
4. Carry out deep cleaning, order stock and maintain cleaning equipment and supplies.

5. Collect and return the required keys for your work area at the beginning and end of your shift and ensure responsibility for them throughout your shift.
6. Inspect all areas under your control, ensuring standards have been met and service level agreements (SLAs) and record any faults or damages through our CAFM system.
7. Carry out weekly teaching space inspections and room inspections and reporting any findings to supervisor.
8. Comply with Departmental and University policies and procedures at all times.

Customer Service

1. Promote the value and behaviors of excellent customer service, and the ethos of the University.
2. Respond and follow up customer requests, concerns and problems to achieve customer satisfaction and escalating issues to supervisors as appropriate.
3. Ensuring that all customers are informed in advance of any issues that may affect them, thereby ensuring all potential disruptions is minimised.
4. To solicit and utilise customer feedback to enhance performance and customer experience.
5. Ensure all communication is carried out in a professional manner, using appropriate language and terminology.

Training and Development

To support staff members in overcoming potential barriers and enable them to reach their full potential, advance in their careers, and achieve their professional goals within the University. This will be accomplished through the following actions:

1. Attend all mandatory training courses along with those identified by your supervisor as necessary to carry out, in order to complete your job to the best of your ability.
2. Demonstrate a commitment to continuing Personal/Professional Development.
3. Discuss and review your individual performance with your supervisor, objectives and achievements (including any potential barriers), and to seek to further enhance achievement and performance.
4. Review learning and development activities undertaken to date with your supervisor to identify and agree appropriate learning, development, and training opportunities for the forthcoming year.

Health and Safety

To exercise due diligence in maintaining a safe environment within university buildings through the following actions;

1. Attend fire training and accept responsibility for fire safety in your area of work. Ensuring all fire safety measures are provided to maintain a safe environment for students, staff and visitors.
2. Always wear the correct uniform/Person Protective Equipment (PPE) issued to you whilst on duty.
3. Comply with all Edge Hill University and Departmental policies and procedures, statutory regulations relating to your workplace, including but not limited to fire, health and safety, hygiene, working safely and COSHH.
4. Ensuring cleaning equipment is used correctly and accordingly to its functions and maintained in a safe condition by reporting defects to the Site Services supervisor, as soon as possible.
5. Assisting in general safety and security of buildings by reporting immediately to your supervisor any equipment that has malfunctioned, electric light bulbs that have failed, any slippery areas, failure of locked doors etc.
6. Maintaining all cleaning, health and safety documents and work within the Health and Safety at Work Act.
7. It is your personal responsibility to work in a safe manner using equipment safely and cleaning materials according to instructions, wearing protective clothing that is provided and maintaining a safe environment for others to work in.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; demonstrate excellent customer care; undertake appropriate learning and development; actively participate in performance review; encourage equality, diversity and inclusion; respect confidentiality; act in a sustainable manner; and proactively consider accessibility.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Please note that this vacancy is specifically for weekend work only.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Previous housekeeping experience	Desirable	Application, Supporting Statement & Interview
Experience in a front-line customer service environment delivering excellent customer service	Essential	Application, Supporting Statement & Interview
Knowledge of Health & Safety & COSHH in the workplace	Essential	Interview
Computer literate with experience using Microsoft Office applications including Excel, Word and Outlook	Desirable	Application & Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Strong communication skills, both written and verbal, with the ability to listen attentively and ask insightful questions for clarification	Essential	Application & Interview
Able to display integrity, honesty and high ethical standards	Essential	Interview
Ability to meet performance standards without supervision	Essential	Application, Supporting Statement & Interview
Able to demonstrate good timekeeping, high organisational skills and high attentional to detail	Essential	Application, Supporting Statement & Interview
Able to use and maintain industrial equipment	Desirable	Interview
Ability to effectively respond to customer requests and resolve issues through taking appropriate actions	Essential	Application & Interview

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Julie Chadwick, Site Services Supervisor at Julie.Chadwick@edgehill.ac.uk.

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the

form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Right to work in the UK** – This position does not meet the eligibility requirements for sponsorship under the skilled worker route within the UK visa and immigration service's points-based system. Therefore, Edge Hill University is not able to sponsor individuals who require permission to work to carry out this position.
- **Start date:** A start date will be arranged after pre-employment checks are completed.