

Housekeeping Assistant
St Chad's College

St Chad's is a distinctive, independent college within Durham University. A separate registered charity with its own governing body, its origins date back to 1904 when it was created as a Church of England foundation to enable the ordination of clergy from poorer backgrounds. Today it is a vibrant and progressive academic community, home to over 600 students, including 150 postgraduates. St Chad's welcomes students and staff of all faiths, cultures, nationalities, and educational backgrounds. Its ethos is friendly, traditional, and forward-looking.

St Chad's historic buildings are situated on a World Heritage Site, adjacent to Durham Cathedral. Students and staff live and work side by side, sharing the life of a multigenerational and interdisciplinary scholarly community. The College has a strong tutorial system and is one of very few colleges to have academic research staff based within its community. St Chad's students are high achievers, regularly securing the highest academic results among the Durham colleges. Outside undergraduate term-time, St Chad's runs a full programme of commercial events and conferences.

St Chad's is committed to delivering the highest possible standards of service to all its stakeholders, and we are now looking to appoint a Housekeeping Assistant who will work 25 hours per week during 34 weeks of term-time. The post-holder will work on a 5 day out of 7 basis.

The closing date for applications is the 11th February 2022 with interviews to take place shortly afterwards. It is hoped that the successful applicant will be able to commence with the College as soon as possible after the interview.

This is a permanent position with an hourly rate of pay of £9.90 plus holiday pay at 12.7%

Applications should be sent via e-mail to the Finance & Operations Director, Alistair Jenkins, at chads.bursar@durham.ac.uk

JOB DESCRIPTION

Post: Housekeeping Assistant

Responsible to: Facilities & Housekeeping Manager

Scope of Post

The role of Housekeeping Assistant is a key front-facing post in ensuring this objective is maintained across the College. The purpose of the role is to deliver a range of cleaning/housekeeping services, including the cleaning and servicing of study bedrooms for students, guest accommodation, facilities, offices and common areas of the College used by students and commercial customers. The post holder will ensure agreed standards are maintained, with particular reference to student and customer comfort and satisfaction.

Staff development and training is intrinsic to all posts within the college and all members of staff are expected to participate fully in training courses designed to develop their skills and help them perform their duties to the required standards. Training requirements and expectations are outlined within. In order to maintain and enhance best practice and consistency of service, Housekeeping Assistants may be required to assist in induction training of new team members.

General Responsibilities

- Complete a defined set of tasks or procedures within a team to deliver a responsive service to stakeholders.
- Follow instructions from their line manager or supervisor to identify what and how to deliver a limited set of tasks or processes.
- As and when directed assist team members by stepping-in to provide support.
- Learn the correct methods and tasks on the job.
- Learn and adhere to general health, safety and security procedures within the service area covered by H&SAW guidelines, on the job.
- Use a range of equipment, tools and resources, digital devices, software and applications where necessary.
- Communicate with line managers, supervisors, team members, other staff, students and visitors in person or using electronic tools and applications.
- Assist team members to deliver a frontline student, staff or visitor service.

Specific Tasks & Duties:

The post-holder will be required to adopt and promote a flexible approach to working, and be willing to cover absences, when given reasonable notice.

The role will require a substantial element of physical manual handling, which can include lifting and transporting equipment and deliveries.

The post holder will be required to attend all training and development, as required.

Place of work: St Chad's College, 18 North Bailey, Durham (or other locations within a short walk of the main site).

Contracts will be annualised and hours will vary to suit business needs but pay will be based on 25 hours per week across 34 weeks of term-time operation. Additional work may be available during vacation periods. Weekend working will be needed.

Skills and Training Requirements

All staff are expected to participate fully in training courses designed to develop their skills and help them perform their duties to the required standards. Housekeeping Assistants will be expected to attend locally approved courses to ensure they are competent in the following areas (**NB** - this list is not exhaustive):

- Basic Health & Safety (inc. Life Saving First Aid, Manual Handling, Ladder Training)

Person Specification

Essential

- Good oral and written communication skills.
- Basic numeracy and literacy skills.
- Evidence of personal development to maintain skills.
- Ability to work alone but build positive working relationships and work as part of a team.
- Ability to manage time in order to meet deadlines.
- Ability to follow instructions, written or oral, accurately.
- Good attention to detail.
- Ability to deal effectively with staff and customers at all levels.
- Tidy and smart appearance

- Experience and awareness of Health & Safety Policies
- A friendly pro-active approach (a can do attitude)
- Flexible approach to working
- Ability to prioritise work
- Willingness to undergo training

Desirable

- Basic IT skills including use of Microsoft Office.
- BICS or First Aid trained
- Previous housekeeping and/or cleaning experience.