

Housekeeping Porter Job Description

- Department:** Housekeeping
Responsible to: Housekeeping Manager
Hours of work: This is a permanent full time contracted post for 37.5hrs per week, working 5 days out of 7 on a rota basis. Part time hours may be considered for the right candidate if preferred.
- Place of work:** All St Catharine's owned properties/sites. Areas of work are designated by the line Manager and may vary in and out of term time. Working on and off site is essential part of the role. All sites are located roughly within a 10-minute cycle ride or 20-minute walk from the main site on Trumpington street.

Purpose of the role

Working as part of the busy housekeeping team to deliver a professional Housekeeping Porter service to our college community, all the time following relevant H&S requirements and College processes.

Key duties and tasks:

Cleaning and waste management

- Cleaning any designated (internal and external) areas of the College as required including cleaning windows using pole systems, carpet cleaning machines and other various cleaning equipment. Maintaining outdoor areas including tasks such as gutter clearance, cobwebbing and sweeping.
- Undertaking cleaning at height (following appropriate training), with safe ladder use.
- Collecting recycling bins, transfer contents to the appropriate waste collection areas, and return bins.
- Gathering confidential waste for shredding.
- Putting out and collecting, refuse and recycling bins daily.
- Using equipment such as jet washers and carpet cleaning machines.
- Assisting the maintenance department with drain clearance.
- Supporting the housekeeping department in keeping a high level of service across all sites.

Movement of items, room moves, and conference/events set up

- Moving/shifting heavy items (e.g. white goods and furniture) and helping with room moves across college properties as directed. This may include boxing and moving appliances, equipment, books and boxes as requested.
- Ensuring the safe storage of new items of furniture.
- Transport valuable furniture items, plus College arts and artefacts, as required.
- Maintaining general safety and tidiness of the storage area.
- Assisting in setting up meeting/conference rooms ensuring they are laid out correctly and a high standard of cleaning is achieved.
- Assisting with student storage – liaising with the Accommodation and Porters teams, transferring heavy boxes into storage and returning those to students' rooms.
- Distributing deliveries from the Porters Lodge.
- Transporting white goods.
- Checking and storing incoming deliveries of general items from suppliers.

Miscellaneous

- Undertaking minor general maintenance tasks. Will require use of minor tools including electric screwdriver, spanners etc.
- Assembly of furniture.
- Installation of soft furnishings.
- Promptly report any defects or problems arising in your work areas.
- Replenishing stocks and materials as required.
- Driving the college vehicles to assist with moving items between college sites (a valid driving licence to drive vehicles in the UK is required).
- Performing other related duties as required, to ensure the provision of an effective and efficient service across all College properties at all times.

The above is not an exhaustive list of duties.

This job description may be subject to change, following consultation between the post holder and their line manager. The post holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.

Person Specification

	Essential Criteria	Desirable Criteria
Training/ Qualifications	<ul style="list-style-type: none"> • Willingness to engage in professional development training. • Holds a relevant UK recognised driving licence and able to drive a medium sized vehicle. (College van). 	<ul style="list-style-type: none"> • Manual handling. • COSHH. (Training will be provided in these areas if not recently undertaken)
Experience	<ul style="list-style-type: none"> • Experience of working within a team as well as autonomously. 	<ul style="list-style-type: none"> • Previous experience as a Housekeeping Porter. • Experience in a public/customer facing position. • .
Skills & Abilities	<ul style="list-style-type: none"> • Excellent verbal communication skills. • Practical and proactive with a demonstrated ability to identify problems and to develop and implement solutions. 	<ul style="list-style-type: none"> • Previous experience in a similar role would be preferable but not essential.
Personal Qualities/ Attributes	<ul style="list-style-type: none"> • Courteous and professional attitude with a demonstrated ability to want to deliver a quality customer service to all. • Flexibility and willingness to changes within the workplace and facilitating the implementation of new ways of working and ideas. • Excellent customer service skills including strong communication skills with the ability to be proactive, using own initiative and problem solve. • Reliable, polite and friendly. 	

	<ul style="list-style-type: none"> • Clean, tidy and presentable at all times. • Able to speak clearly and listen attentively, with a good command of English. • Observant and able to report/follow-up on any areas of concern. • Methodical and thorough approach to tasks. • Able to move and lift heavy items in line with risk assessments after training. • Experience of ladder training or willingness to undergo training. • A collaborative and proactive team player, able to work in a team as well as on own. • Strong attention to detail and good record keeping. • Able to respond to changing work priorities in response to College needs. • A hard working individual with a can do attitude. 	
<p>Physical/Special Requirements</p>	<ul style="list-style-type: none"> • This is a physical role that requires a good standard of general fitness and mobility as lifting, walking up flights of stairs etc, is a requirement of the role. 	