

# Job Description

## Housekeeping Porter

**Position:** Housekeeping Porter      **Department:** Housekeeping      **Reporting to:** Housekeeping Supervisor

**Salary:** £23,795.20 per annum      **Contract:** Permanent      **Hours per week:** 37.5 (5 days out of 7)

**Job purpose:** To support the housekeeping department to ensure that the needs of the business and guest are met in line with the brand and company standards and legal requirements

### Role Competencies:

#### **Planning Timescales:**

- To deliver clean linen from the laundry/store to linen stores to the required levels
- To assist with the weekly departmental guest supply stock take and monthly linen stock take

#### **Decision Making:**

- To make associated decision within parameters of the role

#### **Impact & Influence:**

- Assist other departments wherever necessary and maintain a good working relationship

#### **Skill Level:**

- Cleaning of carpets and upholstery
- To ensure the proper usage of chemicals/cleaning supplies, machinery and departmental linen. To have full knowledge and understanding of all the chemical products utilised, their storage and the disposal of all toxic products

#### **Communication:**

- To carry out guest requests in a timely manner
- To report any left items in line with the lost property procedure
- To report and follow up on any maintenance defects or issues

#### **Budget Management:**

- To ensure waste of products and sundries is kept to a minimum

#### **Lead & Develop:**

- N/A for this role

#### **Operating Parameters:**

- To ensure the supply of clean linen and guest supplies to the housekeeping stores in line with business demand and the removal of soiled linen and waste from guest bedrooms
- To facilitate the changing of bedroom and bed configurations
- To receive, check and transport housekeeping deliveries within the hotel
- To carry out deep and periodical cleaning of bedrooms and public areas
- To supply clean linen to linen stores and removal of soiled linen and waste from the guest bedrooms and deliver to the laundry department and dispose of the waste in an efficient and timely manner.
- To carry out deep and periodical cleaning within the guest bedrooms and bathrooms to the required standard
- To carry out deep and periodical cleaning within the hotel public areas

- To stock room attendant store areas with the required level of guest supplies and the chemical dispenser
- To clean and maintain the standard within all departmental back of house service areas and stores
- To carry out requests not limited to replacing shower curtains, net curtains, bed making, mattress turns,
- Distribution of guest supplies and operating equipment within the department
- Receiving and checking housekeeping deliveries and transporting them to the appropriate stores
- To carry out any reasonable request required by hotel management and hotel guests. This role may extend to cleaning and finishing guest bedrooms, bathrooms and the public areas to brand standard and washing, drying and finishing bedroom and food and beverage linen as well as guest and staff laundry
- Comply with brand standards, health and safety, fire and control of substances hazardous to health regulations.

**Essential & Desirable Job Criteria:**

**Essential**

- Ability to work under pressure
- Verbal communication skills
- Attention to detail
- Ability to work in a team and on own initiative
- Good timekeeping
- Be capable of lifting and moving heavy loads

**Desirable**

- Knowledge of COSHH

This role will involve long periods of standing and walking together with heavy lifting. Industrial cleaning equipment and chemicals are involved in this job. Full training will be provided. The role will cover a variety of shifts and will involve weekend work

**Safeguarding** - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

**Equality & Diversity – must be able to demonstrate** that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 45

Level 1