

Job Description

HOUSEKEEPING CLEANER

Position: Housekeeping Cleaner	Department: Housekeeping	Reporting to: Housekeeping Supervisor
Salary: £21673 per annum	Contract: Permanent	Hours per week: 40 (any 5 days out of 7)

Job purpose: To carry out the day-to-day cleaning of all hotel public areas to include the exteriors ensuring that the needs of the business are met in line with brand and company standards and legal requirements.

Role Competencies:

Planning Timescales:

- To clean and finish all hotel public areas to brand standard and company standards and legal requirements.
- To clean function rooms, bars and restaurants to brand standard and company standards and legal requirements.
- To clean and finish guest bedrooms, bathrooms as and when required in a timely manner in line with brand standard.
- To carrying out guest requests in a timely manner.
- To carrying out safety and cleanliness checks within the public area and other areas assigned for the day.

Decision Making:

- To make associated decision within parameters of the role.

Impact & Influence:

- To drive the guest experience by reporting of any maintenance defects.
- To ensure all equipment on public area is in working condition.
- To ensure the proper usage of chemicals/cleaning supplies, machinery, and departmental linen.
- Comply with company and hotel standards, brand standards, health and safety, fire and control of substances hazardous to health regulations.
- Assist other departments wherever necessary and maintain a good working relationship.

Skill Level:

- To have full knowledge and understanding of all the chemical products utilised, their storage and the disposal of all toxic products.
- To use all company and 3rd party systems to maximize efficiency and guest satisfaction and safety.

Communication:

- To report any missing or damaged items and required maintenance work.
- To report any left items in line with the lost property procedure.

Budget Management:

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

Lead & Develop:

- N/A

Operating Parameters:

- To carry out the day-to-day cleaning and deep cleaning of the hotel public areas to include function rooms, stairs, landings, corridors, washrooms, entrances to ensure that all work is completed to schedule and required standard.
- To restock and maintain the public area trolley on daily basis.
- To carry out any reasonable request required by hotel management and hotel guests. This role may extend to cleaning and finishing guest bedrooms, bathrooms, deep and periodical cleaning of bedrooms, moving clean linen and guest supplies to the housekeeping stores and soiled linen and waste to the laundry and bin areas. Changing of bedroom and bed configurations and receiving, checking and transporting housekeeping deliveries within the hotel as well as processing bedroom and food and beverage linen and guest and staff laundry.
- This roll will involve long periods of standing and walking.
- Industrial cleaning equipment and chemicals are involved in this job. Full training will be provided.

Essential & Desirable Job Criteria:**Essential**

- 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 cleaning
- Knowledge of COSHH
- Previous cleaning experience

This roll will involve long periods of standing and walking together with heavy lifting. The role will cover a variety of shifts (AM and PM) 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:

Level