

## **HOSPITALITY ASSISTANT**

**REQ200043**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

Campus Services is the campus hospitality provider at Loughborough University. We provide accommodation and catering within our halls of residence and within our various food and bar outlets for students, staff and visitors.

### **Job Description**

#### **Job Grade**

Operational Services Grade 1

#### **Job Purpose**

The daily cleaning of residential areas for students and conferences in accordance with the service specification to meet both quality and frequency standards.

#### **Job Duties**

##### ***Cleaning of Bedrooms and Communal Areas***

- Vacuuming all carpeted floor areas, to include bedrooms and corridors
- Dusting of all desks, bookshelves and window sills
- Cleaning of all ablution areas (bathrooms and shower rooms) and lavatories and wash hand basins
- Emptying of waste bins
- Mopping of staircases, stair landings and stairwells & cleaning of stair balustrades

##### ***Cleaning of Kitchen Areas***

- Catered Halls: Work surfaces, sinks and floor surfaces, cookers, refrigerators, grills, toasters etc.
- Self-Catering Halls: Cookers, refrigerators etc to be cleaned

##### ***Linen/Bed Making***

- Make up beds and collect and remove soiled linen on a daily basis during conference periods

##### ***Health, Safety and Hygiene***

- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures
- COSHH regulations should be followed
- Maintain a high degree of security at all times, will be a key holder whilst working and be expected to follow correct access procedures to rooms and buildings and not infringe any data protection regulations

- Expected to clean round customer's personal property and treat with respect

### ***Training***

- Attend customer service training course
- Attend any other relevant training to the position
- Can attend other training

### **Points to Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to the Hall Manager

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience		
Skills and abilities	Ability to carry out all duties and responsibilities of this post, including vacuuming carpeted floor areas, dusting, mopping and cleaning of ablution and kitchen areas, and removal of rubbish to designated areas	3
	Ability to make up beds and remove soiled linen during conference periods	3
	Ability to work as part of a team and to collaborate with others	1,3
	Ability to communicate with colleagues, managers, students, and other guests as required	3
Training	Ability to communicate with colleagues, managers, students, and other guests as required.	3
	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	3
Qualifications		
Other	Required to work at weekends during conference times as and when required (5 over 7)*.	3
	Commitment to observing the University's Equal Opportunities policy at all times	3

\*52 week (5 over 7) positions

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of commercial cleaning eg offices, hotels or similar environment	1,3
Skills and abilities		
Qualifications	NVQ 1 or 2, or equivalent in Hospitality	1,3
	Customer service qualification	1,3

## Conditions of Service

The position is **part-time**, on a **fixed-term** contract to provide maternity cover for 9 months or until the earlier return of the postholder, whichever is sooner. Salary will be on Operational Service Grade 1, £8.53 per hour.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grades 1-5 staff details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>