

JOB DESCRIPTION

Position: Housekeeping Facilitator

Keble Job Grade: 1

Responsible to: Housekeeping Manager

Objective: To assist the Housekeeping operation of the College providing an efficient logistics service to College staff, students and conference delegates.

General Duties:

1. **Display high standards of customer care at all times** providing a helpful and friendly service to all.
2. **To Liaise with** Housekeeping Supervisors to ensure the teams have:
 - The correct stock of cleaning materials and equipment as required
 - Enough linen, conference supplies and room equipment for daily services
 - Any minor maintenance requirements.
3. **Laundry Stock Control**
 - Collect dirty linen and collate in designated area
 - Receive clean laundry and sort according to type, ensuring laundry room is well stocked and kept clean and tidy
 - Distribute laundry to the various areas or departments as required.
4. **Chemical and equipment stock control**
 - To take delivery of goods checking against delivery notes – reporting any issues immediately to Housekeeping Manager
 - Unpack and safely store all items in relevant area within stock room observing stock rotation at all times
 - Store room to be kept neat and tidy
 - Collect and distribute stock orders from Housekeeping Supervisors and other departments to relevant areas
 - Maintain stock records (*computerised on Parks Road site*) and report low stock levels to the Housekeeping Manager for order processing.
5. **Collection and delivery of heavy goods**
 - Assist, as required, to collect and deliver heavy goods throughout the college premises
 - When necessary transport goods to and from other colleges or between sites.
6. **Preparation of College meeting rooms**
 - Check Term diary or conference running sheets and set up meeting rooms as required each day
 - Clean white boards, replace marker pens and flip pads as required
 - Ensure rooms are set to the required high standard
 - Set up AV equipment as requested, ensuring that it is in full working order.
 - Remove AV and return to Lodge/store after use where required.

7. **Preparation of College bedrooms**

- Maintain curtain tracks with replacement of hooks and curtains as required
- Rearrange furniture as required
- Report or replace any faulty furnishing
- Carry out minor works and repairs as directed
- Unblock basins, showers, toilets etc. in all rooms/areas as required.

8. **Collection and disposal of waste**

- Collect waste from designated areas and outside rubbish bins daily
- Empty recycling bins daily or as required
- Ensure that all non-recyclable waste is compacted (Parks Road site)
- Maintain a clean and tidy waste environment
- Provide a list of bulky items for disposal by waste contractor to Housekeeping Manager for collection
- Move items to be disposed of from the site to designated areas

9. **Daily Cleaning duties**

- Daily and as requested, the designated areas (specific to HBAC and the Parks Road Site) checked, cleaned and sanitised to required standard, including the removal of waste and recycling:
E.g. all public areas included leased areas, cleaning of glass, basement skylights, litter collection and public toilets

Other cleaning duties may be required.

10. **Periodic duties**

- Polishing/Buffering of hard floors, as required
- Cleaning carpets and steam cleaning upholstery, as required
- High cleaning of stairwells, corridors and entrances
- Scheduled cleaning of kitchen and shower extractor fans
- Scheduled checking of fire extinguishers and fire blankets.

11. **To observe College health & safety procedures.**

- You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to the Housekeeping Manager.

12. **Report failures in services** and assist in remedying and preventing such occurrences.

13. **Maintain the integrity of buildings** by ensuring access points are free from obstruction and fire doors are closed.

14. **Take appropriate action in the event of an emergency** and provide the necessary liaison with the Lodge and/or Emergency Services.

15. To attend work looking clean, smart and wearing the uniform and any protective clothing provided.

16. To attend and complete compulsory training as required.

17. To become trained and act as Fire Marshal, as required.

18. To be flexible to cover staff shortages in HBAC and the Parks Road Site.

Updated May 2026

Person Specification

Qualifications and Experience

The candidate for the post of Facilitator must have:

Essential

- Demonstrable experience of working in a customer facing role
- Spoken English to conversational standard
- Proven self-organisation
- Demonstrable experience of being a team player
- Proven experience of stock management
- Awareness of relevant health and safety regulations

Desirable

- Knowledge of Kx or similar room management software
- A full driving licence

Skills

The successful candidate will:

- Be a self-motivated, and dependable team player
- Enjoy working with students
- Have good time management and organisational skills to manage and prioritise a range of daily duties

Applicants should note that the job involves lifting and carrying boxes and items around sites.

Practical Details

The post is an 'any 5 days out of 7'. Some weekend work will be required.

Benefits include:

- Annual leave allowance of 38 days per year (pro rata) (including Bank Holidays).
- Free meal whilst on duty
- The post-holder will be eligible to join Oxford Staff Pension Scheme (OSPS) immediately upon appointment.

August 2020