

Job Description: Housekeeper



Function:	IFM
Position:	Housekeeper
Team Band	Unbanded
Reports To	Housekeeping Supervisor
Department	APL
Segment	CSIFM
Position location:	Sodexo - Alderley Park

Purpose of the Job

Alderley Park is a leading pharmaceutical bio site with a strong focus on the research and development of new drugs. The housekeeping team are responsible for delivering a 5* cleaning service according to area and customer needs. This includes the responsibility for the day to day cleaning of general areas, toilets, kitchen hubs, offices, laboratories, general waste removal, recycling and deep cleans.

Accountabilities or "what you have to do"

- Provide a housekeeping service as directed by your line manager according to specification.
- Adhere to all standard operating procedures (SOP) and work instructions.
- Participate in audits/performance checks and escalate any issues/complaints to the Senior House-keeper or Customer Service Manager.
- Complete all necessary training and development.
- Build relationships with colleagues and key scientists/customers from both AstraZeneca and APL tenants.
- Understand scientist needs and provide support in their day to day activities in lab areas.
- Undertake all required training in relation to all aspects of the cleaning service delivered to the client, as requested.
- Undertake specific training on the relevant cleaning offer.
- Wear the company uniform at all times whilst at work, and where applicable any items of personal protective equipment, as specified by the Senior Housekeeper.
- Comply with all client policies / procedures in relation to housekeeping / infection control / security.
- Ensure that all requirements in relation to COSHH are adhered to, as specified by the Customer Service Manager.
- Adhere to the site/cleaning offer and colour coding policy.
- Ensure that all requirements of the specified cleaning offer are carried out, as directed by the Senior Housekeeper.
- To report all faults in relation to cleaning machinery/equipment and building defects

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Confident and friendly approach
- Attention to detail
- Ability to prioritise and work under own initiative
- Good time management skills
- Reliable and trustworthy
- Flexible

Knowledge, skills and experience

Essential

- Knowledge and experience of working in a controlled environment (engineering, manufacturing or pharmaceutical)
- Good communication skills
- Customer oriented, conducting job function with a primary focus on customer service

Desirable

- Verbal and written communication skills
- Prior knowledge and understanding of COSHH
- General health and safety awareness
- Understanding of waste segregation principles
- GxP Awareness

Context and Main Issues

This position will be a key part of a one team approach to providing a quality customer experience for the users of the office/Lab environment on site. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, It does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.

Management Approval

Version	1	Date: 1 st November 2018	
Document Owner	John Moores		

Employee Agreement

Name:		Date:	
Signature:			