

Job Description: Housekeeper



Function:	Facilities Management
Position:	Housekeeper
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Housekeeping Supervisor
Additional reporting line to:	Site Operations Manager
Position location:	Luton

1. Purpose of the Job – State concisely the aim of the job.

To support the facilities of the building through routine cleaning and supportive service delivery. To be an ambassador for Sodexo and the services that they provide onsite. This position requires a proactive customer focused individual with an ability to communicate and build relationships at all levels. The person needs to have excellent organisational and communication skills with the ability to challenge in order to further develop the service offer. Financial and company procedures awareness advantageous as the role does require company trading duties.

2. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Working with a range of different people, i.e. AZ clients, AZ customers, Sodexo suppliers, contractors and Sodexo colleagues
- Flexibility and Adaptability in a variety of Facilities support
- Keeping service consistency with the Cambridge Campus

3. Main Assignments– Indicate the main activities / duties to be conducted in the job.

- To provide a 5-star customer service experience to users of an allocated floor plate area
- To ensure that the site rules are followed and to assist the building users in adhering to theses
- To report all faults and issues to the relevant service partner as directed by the site services manager
- To deliver a high standard of scheduled cleaning in line with Sodexo's service scope
- Cleaning of office areas including desks, monitor, keyboard, mouse and chairs
- Ensure communal, kitchen and vending areas are to the highest hygiene standard
- Ensure waste is emptied and segregated as per hygiene and environmental standards
- Encourage and identify innovations to improve environmental and service sustainability

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Providing excellent Customer Service delivery in line with service agreements
- Positive relationships with AZ customers and Sodexo colleagues
- Ensuring that self, colleagues and customer are working within a safe environment. That any unsafe practices are raised to appropriate members of the team to rectify
- To ensure that the site rules are enforced

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proactive
- Resilient
- Good listener
- Excellent interpersonal skills
- Reliable and trustworthy
- Can-do attitude

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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| ▪ Ability to multi task |
| ▪ Experience of working within a team |
| ▪ Attention to detail |
| ▪ Ability to work on own initiative |
| ▪ Flexibility that is focused to delivering exceptional customer service |
| ▪ A hands-on approach |