

Role Details

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| **Job Title:** | Domestic Assistant | **School/Dept:** | Campus Services |
| **Reporting to:** | Domestic Supervisor | | |
| **Responsible for Line Management of:** | Not applicable | | |
| **Main Purpose of Role:** | To provide a variety of tasks associated with a safe, clean and hygienic environment to a high-quality cleaning standard throughout the Campus and Caledonian Court - the residential student accommodation within Glasgow Caledonian University.  To enhance the customer experience by effectively carrying out a range of cleaning and associated duties. This to ensure an efficient service provision by cleaning and preparation of work areas. | | |
| **Grade:** | 2 | | |

Main Accountabilities for the Role

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| 1. Carry out a variety of tasks ranging from cleaning toilets, classrooms, computer rooms, lecture theatres, chemical labs, bedrooms, shower blocks, main entrances, open plan rooms, boardrooms, stairwells, lifts, offices, white boards corridors, emptying bins, kitchens and simulation wards. You may also carry out regular, planned deep cleaning on a monthly or annual basis. |
| 1. You will be responsible for carrying out routine cleaning which requires to be undertaken on a daily, weekly and periodic basis. Following direction at all times from the supervisor relating to emergencies such as floods and spillages. |
| 1. Use a range of cleaning equipment appropriately and within safety guidelines e.g. iMOP/ Carpet Shampooer / Buffer / Hoover. |
| 1. Demonstrate an understanding of and comply with the University’s health & safety process and standards at all times e.g. COSHH, uniforms and PPE, Manual handling, Fire procedures. |
| 1. Ensure that any health and safety hazards, issues, near misses and accidents are reported to your Supervisor or Manager at the earliest opportunity. |
| 1. Assess job requirements to ensure that a clean, safe and hygienic working environment is maintained at all times for students, colleagues, visitors and University staff. |
| 1. Undertake fault-finding and report any faults to your supervisor e.g. Lights out, blocked toilets and general repairs. |
| 1. Report equipment defects to your supervisor. |
| 1. Replenish and manage stock within your working area as appropriate. |
| 1. Participate actively in any team meetings and training as required by sharing your knowledge and experience with other team members. |
| 1. Ensure all equipment provided is used, maintained and stored correctly in line with the operating instructions and ensuring training provided for equipment is adhered to. |
| 1. Whilst seeking opportunities to do things better, raising suggestions with your supervisor to ensure we continuously improve our operation and seek to improve customer service to students, University staff, colleagues and visitors. |
| 1. Able to work flexibly in line with University business requirements, adapt to changing schedules or routines. |
| 1. Participate in training as directed, to enhance awareness of supporting student’s wellbeing and safety. |
| 1. Provide a professional approach as first line of contact for colleagues, students, and direct queries as appropriate. Ensuring appropriate conduct in line with the GCU Values. |
| 1. Team members may undertake such other reasonable duties/tasks or working arrangements at Glasgow Caledonian Campus. To include a range of manual duties. |

Person Specification

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| **Expected Criteria**  **E- Essential or D – Desirable** | **Assessment Method** |
| **Educational and/or Professional Qualifications** |  |
| D1 – British Institute of Cleaning Certificate. |  |
| **Skill, Knowledge and Experience** | **Assessment Method** |
| D2 - Experience in a similar environment.  E1 - Committed to high levels of customer service.  E2 - Courteous and helpful manner.  E3 - Demonstrate good teamwork skills.  E4 - Initiative and problem-solving skills.  E5 - Attention to detail.  E6 - Organisational skills/ prioritisation and management of tasks.  E7 - An appropriate level of physical fitness and stamina due to the physical demands of the role   * Training will be provided to enable the post holder to obtain a British Institute Cleaning Certificate. * Health and Safety training will be provided. * COSHH training will be provided. * Manual Handling training will be provided. |  |

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| **GCU Values & Behaviours** | **Assessment Method** |
| * Demonstrates behaviours which are consistent with the **GCU Values** **(Integrity, Responsibility, Creativity & Confidence)** | Application Form & Interview |