

Student Staff Job Description

Job Title: Cleaning Assistant

Responsible to: Cleaning Team Leaders

Outline of Post: You will work as part of the Guild team to provide an excellent standard of customer service, creating a warm, friendly environment that people wish to return to. Duties include, working with the cleaning team to ensure the Guild is clean & tidy at all times. Shifts start at 7.00am and you will also be expected to work weekends on a rota basis.

Hours: Able to work a minimum of 5-16 hours per week.

Duties and Responsibilities:

1. To work as part of the Facilities Team to assist in delivering high standards of customer care at all times providing a helpful and friendly service.
2. To work with the cleaning team to ensure the Guild is clean and tidy at all times. This will involve:
 - Cleaning by hand
 - Using machinery e.g. for cleaning and polishing
 - Emptying bins
 - To collect plates/glasses from non-catering/venues areas
 - Clean internal glass on doors and windows
 - Clearing and tidying areas adjacent to the Guild
 - Transferring supplies for cleaning machinery around the Guild building
3. To move sacks/trolleys of collected rubbish for deposit in a recognised area for external collection.
4. To set up rooms for meetings. This may involve moving furniture and/or equipment around the room or from another area of the Guild.
5. To observe Guild health & safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to a Team Leader or the Facilities Manager.

6. To attend and complete compulsory training as required.
7. To attend work looking clean, smart and wearing the uniform and any protective clothing provided.
8. To carry out other duties which naturally fall within the reasonable expectations of the post.

Person Specification

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Strong customer service focus with an awareness of your impact on the customer experience
- Strong communication skills – with Students, Managers & team
- Ability to arrive in good time for early shifts (7am start)
- Able to work in a team, but also on own initiative
- Flexible, committed and punctual
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year
- Able to stay calm and friendly under pressure in a busy environment
- Keen to contribute to the success of Guild.