



Job Description

Job title:	Cleaner Porter
Department/School:	ahs
Grade:	2
Location:	University of Bath

Job purpose

To work as part of a team to maintain hygiene standards in the outlet, assisting with room set ups, cleaning and clearing all front of house areas including the toilet facilities.

Hours: 36.5 hours as contract - 5 days over 7 and hours to suit business needs.

Source and nature of management provided

The role is managed by the Hospitality Supervisor/Assistant Manager, or according to the current structure, who maintains daily contact with the post holder for general guidance and planning.

Staff management responsibility

N/A

Special conditions

None

Main duties and responsibilities

Customer focus

1. Assist with the operational running of the outlet following operational procedures at all times.
2. To report any customer complaints to your line manager and maintain polite and good communication with your colleagues and customers at all times.
3. Assist with the implementation of any improvements to ensure that the highest levels of customer service are maintained as required
4. To deliver stock or equipment/consumables according to an agreed timetable or as required where the business needs dictate. This will involve the use of University vehicle/trolleys.
5. To assist with outlet/room set up, this will include manual handling tasks i.e. removal, repositioning, cleaning of furniture displaying signs and decorations, showing initiative to anticipate problems arising with conferences/functions.

Finance

6. To assist with monthly stock take and other auditing procedures and inspections as required

Health & Safety / Environment

7. Follow Health & Safety legislation in all tasks undertaken, including cleaning the front of house and all public areas (corridors, toilet facilities, windows and mirrors) according to a daily/weekly schedule. Assistance in other areas will be required according to the operational procedures of specific outlets
8. Use all equipment in a safe and correct manner; reporting any anomalies to line manager
9. To ensure that all waste is segregated into recycling and general waste, disposed of in to the allocated Bin Store in accordance with current procedures.

Main duties and responsibilities

Maintain the cleanliness of Bin Store

10. To report any near misses, incidents and accidents, including: fire, theft, lost property, damage or unfit food, etc.
11. Ensure that as part of your duties you minimise energy consumption e.g. water and electricity and maximise the recycling opportunities for waste.

Communication

12. Actively contribute to the communication culture following the staffing structure of the outlet (front and back of house)
13. Be aware of daily schedule for the outlet and information provided in the briefing sheets.

From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.



Effective Behaviours Framework- Delivering the Experience

ahs has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs**.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.