### JOB DESCRIPTION

#### 1. Job Details

**Job title:** Domestic Assistant  
School/Support Department: Accommodation Services

Unit (if applicable):  
Line manager: Domestic Supervisor

#### 2. Job Purpose

To service a range of designated areas including bedrooms, bathrooms, and common living and public areas. Ensuring that these areas are maintained to the required standards of hygiene and cleanliness.

#### 3. Main Responsibilities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>% of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Clean bedrooms, bathrooms, kitchens and public areas in flats and halls under the supervision of the DS to ensure AS standards of maintenance and hygiene</td>
<td>90</td>
</tr>
<tr>
<td>2. Report any faults/repairs to the DS to ensure a safe working environment for themselves and customers</td>
<td>2.5</td>
</tr>
<tr>
<td>3. Ensure safe custody of all keys within their control and security of all rooms and areas in which they work for the benefit of the customers.</td>
<td>2.5</td>
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<tr>
<td>4. Replenish supplies and refuse removal from all rooms and flats to ensure the customer enjoys a comfortable stay</td>
<td>5</td>
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#### 4. Planning and Organising

Normal mental effort required to complete standard quota of work in a daily routine allocated by DS. Limited re-organisational abilities to cope with unexpected problems.

#### 5. Problem Solving

Little problem solving required. If they have any concerns they should be referred to line manager or Domestic Supervisor.

#### 6. Decision Making

Much of the work is routine in nature and defined by laid down procedures and written/verbal instructions given by line managers. However the postholder must be able to act on their own initiative particularly in identifying and reporting problems.

#### 7. Relationships

Dealing with a wide range of customers is an essential part of the job. The postholder must possess the necessary interpersonal skills to deal confidently and politely with a wide range of situations including complaints and requests for assistance and a variety of different customers and colleagues.

#### 8. Knowledge, Skills and Experience Needed for Job

1. Ability to follow written and verbal instructions  
2. Experience in housekeeping  
3. Ability to operate powered equipment such as vacuum’s, scrubbers etc.  
4. Ability to deal in an appropriate manner with a wide range of customer behaviours including aggression, distress and cultural living differences.  
5. Ability to recognise and respond to the varying requirements of customers.
<table>
<thead>
<tr>
<th><strong>9. Dimensions and Context</strong></th>
<th>To follow the allocated work rota for any particular day.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>10. Any Other Relevant Information</strong></td>
<td>A flexible approach is required. Some dirty work may be involved but this will be voluntary. Some heavy work is required, particularly in flatted accommodation and the postholder may be required to move furniture, pull out cookers, remove refuse and recycling etc. The sites operate on a different basis during term time and commercial periods. During commercial time the postholder is also required to make beds and set up rooms for commercial guests.</td>
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</tbody>
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