JOB DESCRIPTION

JOB TITLE	Housekeeper
DATE	July 2025
DIVISION	Healthcare & Education (SEF)
SITE / OFFICE	Designated Region – SEF
REPORTS TO	Housekeeping Supervisor

ROLE OVERVIEW

This recruitment campaign is being managed by **OCS Group UK** on behalf of ***Sussex Estates and Facilities LLP* (SEF)** - which is a partnership formed between OCS and the **University of Sussex**. SEF is the direct employer for this role and is responsible for delivering facilities management services across the University of Sussex estate.

OCS is proud to partner with the University of Sussex in this long-term collaboration. With a workforce of over 50,000 colleagues and a turnover exceeding £2 billion, OCS is a market leader in delivering innovative and award-winning services across facilities management, including hard services, cleaning, security, and catering. These strengths underpin our commitment to excellence in the SEF partnership.

Our shared mission is to enhance the University campus by ensuring it operates smoothly and efficiently, aligning with the University's values and commitment to sustainability. Together, we are dedicated to making the campus a better place for students, staff, and the broader community. The partnership is built on the core values of **Trust, Respect, Unity, and Empowerment**, guiding how we work and deliver services.

Please note: The employing organisation for this role will be Sussex Estates and Facilities LLP.

The Housekeeper is responsible for maintaining a high standard of cleanliness across residential areas in line with contractual and service level agreements. Working under the direction of the Housekeeping Supervisor, the role includes daily, weekly, and periodic cleaning tasks, supporting summer lettings and conferences, and ensuring a safe, welcoming environment for residents and visitors.

KEY TASKS & RESPONSIBILITIES

- Carry out cleaning tasks as directed by the Housekeeping Supervisor, including during conferences and summer lettings.
- Use cleaning equipment and materials safely and correctly.
- Replenish janitorial supplies in lavatories (toilet tissue, hand towels, soap).
- Empty waste and litter bins.
- Clean, sweep, vacuum, polish, and dust designated areas and fixtures.
- Straighten furniture and equipment as needed.
- Perform intensive cleaning during vacation periods.
- Report building defects and incidents to the manager or porter.
- Collect and return security keys safely.
- Adhere to health and safety regulations.
- Provide excellent customer service and care.
- Work in additional residential areas as required.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Ability to understand written and verbal instructions.
- Effective communication with customers, visitors, managers, and young people.
- Experience using cleaning equipment.
- Ability to work independently and as part of a team.
- Awareness of confidentiality issues.
- Basic knowledge of COSHH and Health & Safety.
- Reliable, punctual, and self-motivated.
- Able to move loads up to 10kg.
- Committed to high standards of customer service.
- Flexible to work additional hours, especially during summer business.

CORE EXPECTATIONS

- Maintain a professional and courteous approach at all times.
- Take pride in delivering high-quality cleaning services.
- Demonstrate initiative and responsibility in daily tasks.
- Maintain confidentiality and handle sensitive information appropriately.
- Support a positive and respectful working environment.

Operational needs:

- Flexibility to work in different residential areas as required.
- Availability to work additional hours during peak periods (e.g., summer lettings).
- Ability to follow structured cleaning schedules and adapt to changing priorities.

Health & Safety:

- Follow all company and site-specific health and safety policies and procedures.
- Use all cleaning equipment and PPE correctly and as trained.
- Report any equipment faults or safety concerns immediately.
- Participate in health and safety training and comply with COSHH regulations.
- Ensure safe handling and storage of cleaning chemicals and tools.

Working Arrangements

- Working hours: Monday to Friday (exact times not specified in the document).
- Based within academic buildings under Sussex Estates and Facilities.

Acceptance of role

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature: Date:

Name:

(Line Manager)

Signature: Date: