

JOB DESCRIPTION

JOB TITLE	Porter/Janitor
DATE	July 2025
DIVISION	Healthcare & Education (SEF)
SITE / OFFICE	Designated Region – SEF
REPORTS TO	Facilities Manager or Cleaning Manager (depending on operational structure and task focus)

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 Porter/Janitor is a dual-function role that combines front-line customer service with essential cleaning and facilities support across the University of Sussex. This role ensures a welcoming, safe, and clean environment for students, staff, and visitors. Responsibilities include assisting with inquiries, maintaining cleanliness in academic and residential buildings, supporting minor maintenance, and responding to emergencies. The role is vital in upholding the university's standards of service, safety, and presentation.

KEY TASKS & RESPONSIBILITIES

- Provide information and assistance to students, staff, and visitors.
- Handle inquiries and resolve issues related to accommodation and facilities.
- Manage front desk duties, including mail and package distribution.
- Conduct regular safety and security checks, including fire alarm tests.
- Report and coordinate building maintenance and repairs.
- Clean academic and residential buildings to a high standard.
- Replenish janitorial supplies and empty waste bins (general and recycling).
- Operate cleaning equipment, including floor buffers and carpet machines.
- Respond to reactive cleaning needs (e.g., spillages).
- Maintain administrative records (e.g., key logs, cleaning schedules).
- Support check-in/check-out processes and room assignments.
- Assist with deliveries of cleaning supplies and equipment.
- Report emergencies, building defects, and welfare concerns promptly.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Strong interpersonal and communication skills.
- Ability to follow written and verbal instructions.
- Experience in customer service, cleaning, or facilities support.
- Proficiency in using cleaning equipment and basic administrative tools.
- Ability to work independently and as part of a team.
- Attention to detail and a proactive attitude.
- NVQ Level 1/2 in Cleaning Science or BICS (desirable).
- Knowledge of COSHH and basic health & safety practices.
- Conflict resolution and basic maintenance skills (desirable).
- Multilingual abilities and familiarity with university environments (desirable).

CORE EXPECTATIONS

- Deliver high-quality customer service and support.
- Maintain professionalism, reliability, and punctuality.
- Uphold cleanliness, safety, and presentation standards.
- Respond effectively to emergencies and resident concerns.
- Work collaboratively with colleagues and university staff.

Operational needs

- Flexibility to work varied hours, including early mornings, evenings, and weekends.
- Ability to manage multiple responsibilities in a dynamic environment.
- Physically able to move loads up to 15kg safely.
- Willingness to work additional hours during peak periods (e.g., summer vacation).

Health & Safety:

- Adhere to all health and safety policies and procedures.
- Use personal protective equipment (PPE) and equipment correctly.
- Report hazards, incidents, or training needs to supervisors.
- Ensure safe handling of cleaning chemicals and equipment.

Working Arrangements

- Full-time role based across academic and residential buildings.
- Monday to Friday, with flexibility for shift work and occasional weekend coverage.
- Hours typically fall between early morning and late afternoon, depending on operational needs.

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: