



ROLE DESCRIPTION

Job Title: House Steward	Department: House Team
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Responsible To: House Manager	Date Prepared: 20 February 2006 (Revised March 2007, April 2014, September 2017, July 2018)
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Working Hours: 40 hours/week: 5 days out of 7, to include weekend and evening working. Some overtime by prior arrangement. Flexibility essential.

Summary of Job: To perform any combination of cleaning duties to maintain all public and residential areas, to set-up classrooms, function rooms, and other areas to meet College and client requirements and to ensure, with the House and other College teams, that Harlaxton Manor is well presented and maintained at all times.

- Education/Experience Required:**
- Experience in conference/banqueting set-ups and/or working in cleaning department.
 - Ability to lift and move tables, chairs, and other equipment; and to perform cleaning tasks.
 - Ability to organize and prioritize tasks, keeping with assigned schedules.
 - Ability to work on own initiative or as part of a team.
 - Ability to respond to client’s requests efficiently and quickly.
 - Flexible approach to working hours.
 - Ability to work at heights on occasion.
 - An “eye for detail” in carrying out all tasks.
 - Experience with chemical cleaning materials desirable; COSHH training will be provided.
 - Basic computer literacy desirable.
 - Possess a current driving licence.

- Key Duties/Roles:**
1. To ensure teaching rooms, function rooms, and other areas are set up to internal/external client's requirements at the direction of the House Manager, and liaising with other departments as required.
 2. To perform any combination of cleaning duties to maintain all public and residential areas. Such duties to be directed by House Manager and will include, but are not limited to:
 - a. the cleaning of all styles of rooms, hallways, reception areas, stairways, toilet and shower facilities;
 - b. the cleaning of carpets, rugs, and upholstered furniture;
 - c. the sweeping, washing, and polishing of floors;
 - d. the dusting of furniture and A/V equipment;
 - e. the removal of rubbish;
 - f. making beds in preparation for students or guests;
 - g. washing of internal windows, mirrors, walls, woodwork, polishing as needed;
 - h. providing necessary supplies to all areas of the House, including changing light bulbs
 3. To assist the House Manager and the Conference and Events team with guests at events and carry out cleaning tasks during weekend/evening work hours.
 4. To periodically check furniture (classroom and banqueting) and audio-visual equipment for proper placement, malfunction, and/or serviceability, reporting any problems to the House Manager.
 5. To report any maintenance needs, damage, or missing items to the Manager.
 6. To maintain the serviceability of all store cupboards.



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7. To ensure cleaning equipment/materials are available for students and faculty at all times.
8. To assist in receiving/dispatching laundry and other House stores from/to suppliers, recording items as directed by the Manager.
9. To understand Health and Safety principles, use Safe Working Practices, as developed by the College, and be aware of the safety and security of others.

Other Duties/Roles:

1. To provide help and advice to residents, staff, visitors, and guests, where able and as required.
2. To assist other departments as directed by the House Manager.
3. To attend personal training courses, including First Aid, as required by the College.
4. To carry out other reasonable duties from time to time as directed by the Manager.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

All staff at Harlaxton College must be capable of delivering high service standards, have a meticulous attention to detail and be able to work under pressure.

All staff at Harlaxton College must be outgoing, dedicated and enthusiastic persons, who are both team players and able to work on own initiative.

We are always looking for people who are not afraid to 'go the extra mile' to provide exceptional service.

At Harlaxton our goal is the "Be the Best, Care the Most."