

JOB DESCRIPTION



JOB TITLE: Facilities & Housekeeping Assistant

REPORTS TO: Personal Assistant to CEO & Head of Chambers

LOCATION: Manchester, 24a – 28 St John Street

JOB SUMMARY:

To provide effective support to all members and colleagues in the use of Chambers' conference facilities and to ensure that Chambers is kept clean, tidy and looking in the best possible condition.

1. KEY RESPONSIBILITIES AND DUTIES

1.1 Conferences & Events

Ensure conferences in Chambers are serviced professionally and to a high standard by:

1. Ensuring at the beginning of each day that the waiting room, reception, meeting rooms and house generally are clean and presentable, appropriately stocked with technology in working order.
2. Liaising with reception staff each day over the daily room designation plan, requests for refreshments and drinks, lunch orders, and any changes – keeping communication channels open to keep each other up to date;
3. Fulfilling catering requirements for meetings (usually teas, coffees, water, biscuits) and being on hand for further requests for meetings that run on etc.
4. Ensuring meeting rooms are cleared down promptly following meetings so they are ready for use without undue delay (for either planned or unplanned meetings);
5. Ensuring any problems with room facilities are resolved and where appropriate are reported to the handyman and Head of Corporate Services for resolution;
6. Ensuring any additional requirements for meetings are set up, e.g. flip charts, pens, presentation equipment etc.
7. Providing support to other Chambers events, e.g. setting up breakfast seminars, evening events, which may involve moving furniture, setting up tables, basic food preparation, ordering food from external caterers and general preparation of rooms. Occasional early start or late finishes may be required for these, with time off given in lieu of additional time worked.

1.2 Housekeeping

To ensure the house in general, with additional attention given to client-facing areas (i.e. waiting room, reception area, meeting rooms, toilet cubicles) are kept clean, clear, tidy, safe and presentable at all times by:

1. Checking the house has been properly cleaned each day and recording any problems with cleaning services in the communications book for the cleaning company and ensuring these are followed up or raised with the Head of Corporate Services if not;
2. Setting up the waiting room with fresh tea, coffee, milk, cups etc. before 9am each day and refreshing these as needed throughout the day, ensuring the service area is clean;
3. Carrying out cleaning where and when needed in the house, during the day to ensure it is maintained to a high standard;
4. Ensuring toilet rooms are appropriately stocked through the day with toilet roll, handwash, etc.
5. Inspect areas of the building and report any maintenance issues to the Head of Corporate Services and liaise with the handyman as required;
6. Liaise with the Clerks and Office Assistants regarding boxes of barristers papers being left in the corridors to ensure these are cleared in the appropriate way according to their circumstances (e.g. archived, confidential waste, billing etc.) – important to get clerks to check what they are before removal;
7. To ensure kitchen areas are regularly cleaned and tidied through the day, particularly following peak times, to ensure they are clean, rubbish is cleared away and food waste is not allowed to become smelly;
8. To regularly clean and clear fridges, freezer and kitchen cupboards to remove out of date and spoiled items, ensure appropriate distribution of crockery, cutlery, glasses etc. between kitchens.
9. To use spare time to carry out routine cleaning of items such as door brasses, front doors, skirting etc.
10. To have a general eye on the house and address any issues that fall below high standards of cleanliness, tidiness and good maintenance either personally or by raising with the appropriate person.
11. To ensure towels from kitchens, shower and toilet rooms are washed and refreshed each day.

1.3 Stock Keeping and Ordering

To monitor and maintain stock levels of key items for conferences, meeting rooms, housekeeping items and kitchens by:

1. Maintaining an orderly stock room in the basement of cleaning items and conference room stock so that stock can easily be checked and found and is stored in a way to maintain its quality, ensuring old stock is rotated in front of new stock;
2. To keep an eye on stock levels so that key items do not run out at critical times, e.g. coffee, tea bags, sugar, milk, bread, toilet rolls, washing up

liquid, dishwasher items, etc. and ensure that stock is ordered as needed (by liaising with the appropriate people);

3. Liaise with Office Assistants re ordering pens and pads for meeting rooms as needed;
4. To particularly ensure that stocks are sufficient and all kitchens well stocked before periods of holiday.

1.4 Miscellaneous

1. To assist with other issues that reasonably fit within the remit of a Facilities and Housekeeping Assistant as they arise, e.g. going out to buy ad hoc groceries if needed from local shop;
2. To work with Office Assistants where needed to ensure full cover of duties, e.g. if multiple conferences need serving at the same time, for assistance with moving furniture, or to arrange cover on holiday days.

1.5 General

1. To ensure the implementation of the equality and diversity policy.
2. To promote a culture of continuous improvement by personal example and quality of contribution.
3. To take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties.

2. Key Performance Indicators

- All conferences serviced to a high standard
- House is clean, tidy and presentable at all times
- Kitchens are clean and hygienic throughout – with fridges clean and fresh
- Stock is well maintained and things do not run out when needed
- Facilities for events are well organised and meet the stated requirements of the organiser.

PERSON SPECIFICATION



Facilities and Housekeeping Assistant

	Standard	Essential/ Desirable
Qualifications, knowledge, experience	Experience of working in a professional services environment	D
	Experience of catering (teas, coffees etc.) for professional meetings	E
	Knowledge of good food hygiene practice and standards Possibly evidenced by a food hygiene certificate	E D
	Experience of working with others in a coordinated way to deliver services	E
	Experience of workplace cleaning and maintaining a clean environment	E
Skills & abilities	Keen eye for detail and high standards of cleanliness, hygiene and tidiness	E
	Strong customer care ethos	E
	Polite, friendly and approachable	E
	Enjoys team working and helping others	E
	Flexible approach – able to deal with changing priorities in the day	E
	Initiative to identify issues and resolve in an appropriate manner	E
	Smart and practical personal presentation	E
	Confident with technology, telephones etc. to set up presentation equipment, check phones work etc. in conference rooms	E
	Able to correspond clearly and diplomatically with cleaners via written communications book	E