

Job Description

Position: Office Housekeeper

Reports to: Cleaning Managers

Purpose of the Role

The Office Housekeeper will be responsible for all aspects of cleanliness within the ExCeL London Management Offices. The role holder will ensure that all cleaning is undertaken according to company standards, against agreed service levels and key performance indicators whilst adhering to health and safety processes and procedures. The post will work closely with the Executive Assistant team to ensure that the office space, meeting rooms, resources and facilities are maintained to the highest standard providing the level of attention to detail required. There is also an expectation for this post to support the ordering process for office stationery maintain par levels for cleaning materials, refreshments as well as maintenance of post room and deliveries. The role holder will also be responsible for the maintenance of the coffee machine according to the manufacturer's requirements.

Responsibilities

1. General Office Cleaning Duties, and Waste Management/ Sustainability

- Maintain all office areas in the office to a high standard of cleanliness ensuring all areas are free from waste as necessary. This includes checking the rotation of food in the office fridges and disposing of out of date items and thorough weekly cleaning.
- Wash flooring and Hoover carpeted areas and undertake any deep cleaning as required in liaison with the Cleaning Managers and Executive Assistant.
- Ensure the offices are cleared, and any cutlery/crockery cleaned and cupboards restocked ready for use.
- Ensure rest room and toilet areas are cleaned to the highest standard and stocked appropriately.
- Empty all bins and ensure all recyclable waste is recycled (including cardboard, plastic, papers, wood etc.)
- Comply with ExCeL London's Sustainability policy and management systems upholding ISO20121 and ISO14001.
- Maintain coffee making area is kept clean according to the manufacturer's requirements and free from clutter. Highlight any issues to the manufacture and liaise with engineers when repairs or maintenance is required.

2. Quality

- Ensure office environment is maintained to the highest standard for staff and visitors.
- The role holder is required to monitor and ensure effective quality control procedures are carried out to enable continuous improvement and maintain daily/weekly checklists to monitor standards.
- Liaise with the service desk function to ensure any issues are reported. Monitor response times and other quality measures are recorded correctly and agree corrective action with the building services team and suppliers.
- Manage relevant operators to ensure delivery of contractual; obligations with regards to service levels, performance indicators and financial performance.

3. Health and Safety

- Ensure health & safety standards are maintained in accordance with both corporate and legal standards and any issues are rectified reporting any concerns to your line managers and Health and Safety team.

- Ensure health and safety policies are strictly adhered to within your working environment and amongst your team.
- Maintain fire escape areas free from waste
- Immediately report any damaged, broken, or missing items within any area e.g. crockery, glass mirrors, toilets seats, locks, office furniture etc. and report any electrical equipment in need of repair of broken.
- Ensure that all procedures applicable to Lone Workers are adhered to and any risks are minimised.

4. **Communication**

- Liaise with the Cleaning Managers and Executive Assistant on a daily basis ensuring any concerns are raised and communicate any issues to the users of the management offices.
- Carry out all reasonable requests in conjunction with the Cleaning Managers and Executive Assistant to demonstrate effective communication skills to clearly identify the needs of the customer.
- Ensure any visitors are welcomed.

5. **Stationery and Supplies/Post Room**

- Maintain stationery cupboard in an orderly fashion ensuring par levels are maintained at all times. Deal with any deliveries promptly allocating to appropriate storage area.
- Record details of basic items for reordering -working closely with the Executive Assistant.
- Support the PA with the maintenance of the Post Room ensuring it is well organised and supplied.

Core Competencies

Team working – reliable and able to work well in a team environment – making a good individual contribution, respecting colleagues, shares responsibilities, supports team members to solve problems.

Communication skills- should be comfortable interacting with a wide range of users and visitors using a variety of methods including e-mail.

Able to use own initiative and know when to ask for help.

Works to high standard ensuring priorities are achieved and prepared to make recommendations about how to improve.

Shows drive and energy and works hard to achieve priorities.

Is reliable and trust worthy with high standards of timekeeping and attendance.

Customer orientated and confident in resolving customer issues effectively and in a timely manner.

Is motivated towards work and the company, displaying a positive, helpful and approachable attitude towards colleagues and customers.

Skills & Knowledge:

Knowledge of basic Health & Hygiene regulations including COSHH.

Able to use basic Microsoft Office tools and have a basic level of IT literacy.

Able to use cleaning equipment – previous experience in a similar environment is a requirement.



Experience:

Previous experience working in a customer service or cleaning environment is essential.

In addition to the above you are required to undertake such duties as may reasonably be required of this role. ExCeL London may update this Job Description from time to time in order to reflect changes in business requirements. This procedure will be undertaken through discussions between the job holder and their manager.