

**Domestic and Service Delivery Assistant  
Halls of Residence  
Estates  
Permanent**

<b>Job Title</b>	Domestic and Service Delivery Assistant
<b>Location</b>	This role is based within the Residential Accommodation Services of The Glasgow School of Art. The GSA operates two residential facilities within Glasgow city centre within walking distance to the main Garnethill campus. [Blythswood House, West Regent Street and Margaret Macdonald House, Buccleuch Street].
<b>Reports to</b>	Domestic Supervisor
<b>Purpose</b>	<p>Providing cleaning and housekeeping services within GSA Halls of Residences.</p> <p>Providing a high quality, customer focussed service in a highly competitive student and vacation residential marketplace.</p> <p>Will be required to work between both residential facilities in Glasgow city centre to ensure needs are met across a seven-day operational cycle.</p> <p>The Halls of Residence have 2 key operational periods: academic session [student residents] &amp; summer vacation [tourists]. Work types and loads can vary during these periods.</p> <p>The above role would be achieved by following correct cleaning methods, procedures and work lists as instructed by supervisory staff.</p>

The Role

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**Principal Accountabilities**

- Cleaning communal areas on a rotational basis to a programme agreed with the Residential Accommodation Manager and Facilities Manager;
- Cleaning and preparing bedrooms during academic session time due to turnover within student flats and rooms which may occur several times in one week;
- Housekeeping of guest flats during session time as and when required to meet standards of 5\* Visit Scotland grading;
- Preparation of public and meeting rooms for specific functions and events as business requirements dictate;
- Allocate, prioritise and schedule adhoc requests into workload;
- Care and use of mechanical equipment such as vacuum cleaners, scrubbers etc;
- Ensuring that Personal Protective Equipment (PPE) and uniform is worn and utilised at appropriate times;

- Stock management of cleaning materials and relevant equipment between the two accommodation sites;
- Daily checks and replenishments of sanitary products in designated area on each site;
- Undertake a range of portage duties to move deliveries to store appropriately and maintaining flat inventories such as moving small domestic appliances (kettle, microwave, etc);
- Daily monitoring and checking of the refuse areas which may require to be cleared and cleaned as appropriate. This would include moving bins and clearing/sorting through any build up at peak times. It is also important to follow and understand the bespoke recycling campaign within the halls of residence;
- Identify maintenance faults and safety hazards within the building troubleshooting where possible. If issues cannot be resolved, these should be reported to the GSA maintenance team;
- Doing adhoc jobs as required (i.e. moving non inventory items to bin areas and clearing/tidying the outdoor areas;
- Cleaning Accommodation Offices on request;
- Use of master keys, ensuring security of the site throughout;
- Be courteous and professional at all times;
- Reporting concerns over student welfare to the Residential Accommodation Manager.

### **Main Duties**

- Liaising with the summer deep clean and summer housekeeping teams (external contractor) to ensure the smooth running of the vacation business;
- Linen management stock control including the bagging, labelling and checking of laundry utilised in summer months.

### **Other duties will also include:**

- The role is split between 2 sites. The work rota would require you to work across 4 days (Mon-Thurs OR Thurs-Sun). Work would be allocated week about on each of our halls sites BUT if holiday or sick cover needed then shifts may be split between sites to facilitate work in both areas;
- Role holder may be required to work additional hours where necessary around peak times including halls preparation/arrival weekends or events such as Open Day;
- Any other duties reasonably requested by supervisors or Residential Accommodation Manager.

### **Relationships**

#### **Principal Internal Contacts:**

- Halls of Residence Staff including Accommodation Team and ResLife Team members;
- Estates staff including wider cleaners, janitors and maintenance teams;
- GSA staff and students;
- Visitors and tourist residents.

**Principal External Contacts:**

- Contractors;
- Suppliers;
- Training Specialists.

**Person Specification**

**Experience / qualifications**

- Previous experience of cleaning role is essential;
- Experience of accommodation cleaning/housekeeping would be desirable;
- Knowledge of Health & Safety, Manual Handling and COSHH;
- Familiarity with a standard range of equipment used by domestic services team;
- Observing confidentiality and privacy and working in a discreet manner. [To comply with privacy and Data Protection legislation].

**Skills and attributes**

- Able to work on own initiative;
- Ability to work well under pressure;
- Team player;
- Excellent customer service skills & communication skills;
- Ability to be cooperative and flexible with the skill to adapt to meet the changing needs of the business;
- To take part as an effective team member, managed by the Supervisors, as required on campus, throughout the calendar year;
- Positive and proactive approach;
- A commitment to Equal Opportunities and Diversity.

**Terms and Conditions**

**Contract**

Permanent

**Probationary Period**

It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.

<b>Salary</b>	Grade 1, £17,388 – £17,596 per annum pro rata
<b>Hour</b>	X 2 post - 12 hours per week (Friday – Sunday)
<b>Holidays</b>	30 days plus 11 statutory holidays per annum pro rata
<b>Pension</b>	Local Government Superannuation Scheme
<b>Notice Period</b>	1 month

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<http://www.gsa.ac.uk/>