


HR191	POSITION DESCRIPTION	 UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD
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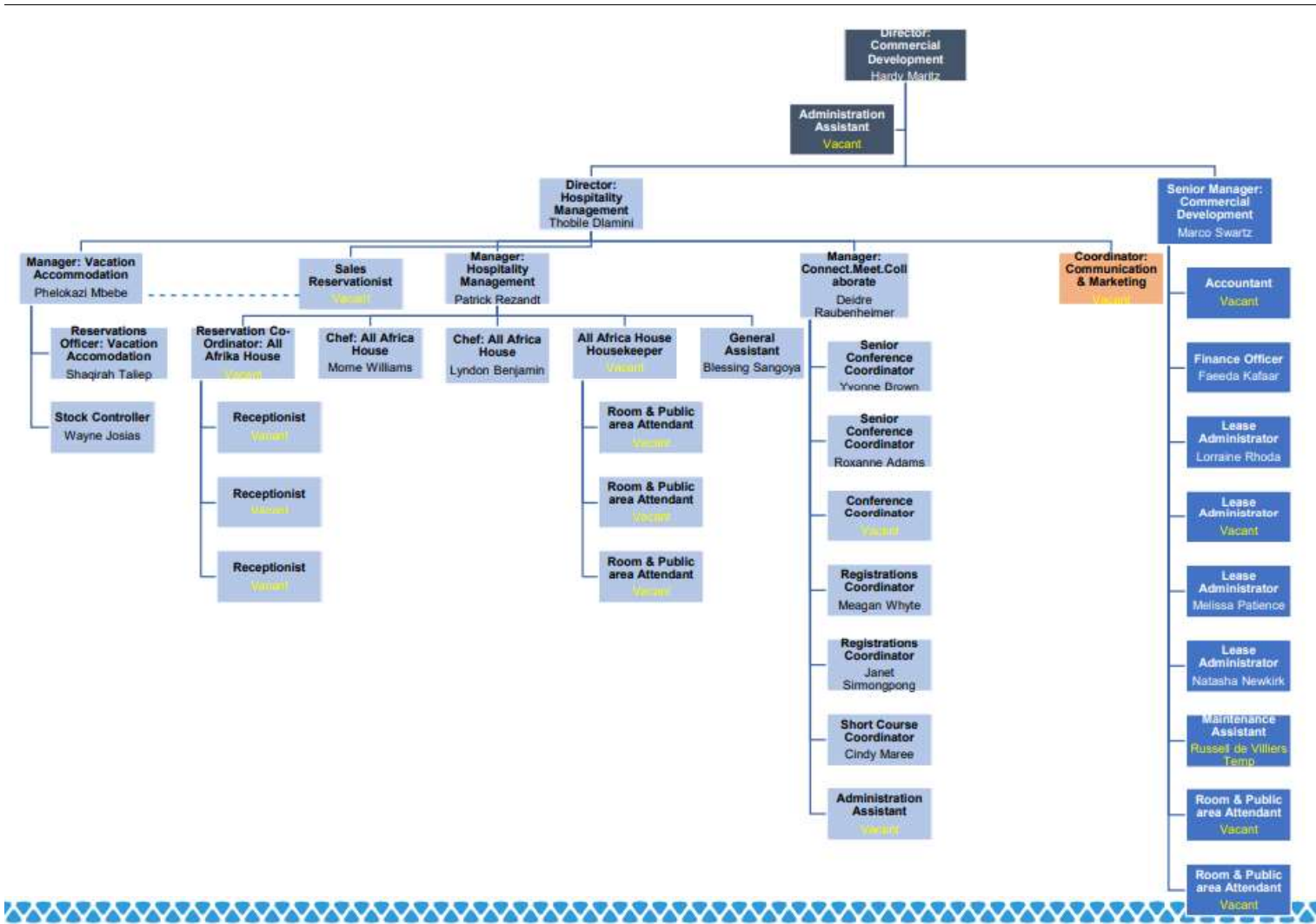
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Public Area & Rooms Attendant		
Job title (HR Practitioner to provide)			
Position grade (if known)	PC02	Date last graded (if known)	
Academic faculty / PASS department	Finance		
Academic department / PASS unit	COMDEV		
Division / section			
Date of compilation	September 2023		

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



PURPOS

The main purpose of this position is to maintain hygiene levels within commercial development and provide housekeeping services during.

CONTENT

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes / methods used)	Outputs (Expected results)
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<p>1. Daily Cleaning</p>	<p>80%</p>	<p>This position provides a full cleaning service to Commercial Development (Comdev) and associated cleaning task lists / schedules.</p> <p>The areas include all internal and external areas of All Africa House (AAH) & Comdev on a need basis as per frequency listed in the attached annexures 1.</p> <ul style="list-style-type: none"> • Ensure high quality cleaning service at public areas of accommodation facilities. • Service guest bedrooms by order of floor/section to the required standard. • Restock/replace items in rooms and bathrooms for guest use that have run out of stock or need replacement. • Make bed professionally following standard procedure. • Service bathrooms by washing and emptying bins; wash all glass surfaces and floors; clean shower, bath, basin, and toilet to the best quality standard. • Using the right cleaning chemicals, dust and polish all hard surfaces to achieve a quality sheen. • Vacuum conference rooms, bedrooms floors, corridors, stairs, and lifts to remove all debris; check the vacuum cleaner each week and if necessary change the dust bag. • Ensure service area is well stocked with necessary products and cleaned always. • Report issues such as equipment and light bulb damage promptly department manager for immediate action – ensure such reports are correctly logged. • Provide professional personal service, including, ironing. • May be directed to pack guest luggage under supervision from management. • In the absence of the Housekeeper, the incumbent may be required to carry out laundry functions. • May perform regular deep cleaning of all areas of accommodation facility as instructed. • The incumbent may be required to work in any other division within commercial development. • As per hospitality industry norms, this position requires one to work shift work including public holidays, weekends and periods where the University may be closed for academic purposes • Over and above the duties listed in this Job Description this position may require the incumbent to perform duties deemed as reasonable from time to time based on operational needs. • Set up rooms for guests. This may include but is not limited to: <ul style="list-style-type: none"> ▪ Furniture & equipment placement / removal (e.g. heaters, stoves, fridges, beds & mattresses). ▪ Making up beds & providing towels. ▪ Washing & placing cutlery, crockery & equipment in rooms / flats. ▪ Recleaning and preparing rooms for guests. <p>Common Spaces</p> <ul style="list-style-type: none"> • Reception area, passages, corridors, foyers, walk ways, stairwells, elevators, conference facilities, restaurant, laundry rooms, linen room, change rooms, bathrooms, basements, courtyards, rest rooms, plumbing service ducts. <p>Restaurant:</p> <ul style="list-style-type: none"> • The incumbent would be required to maintain a hygienic kitchen and restaurant area. <p>External Areas</p> <ul style="list-style-type: none"> • Courtyards. • Parking areas, entrances, water channels. • Pool areas and associated change rooms. <p>Refuse / Waste Removal</p> <ul style="list-style-type: none"> • Refuse bins internal and external emptied. <p>Staff Offices / Change Rooms</p> <ul style="list-style-type: none"> ▪ Staff offices, reception, CPS and parking offices in residences. ▪ Staff rooms/change rooms. 	<ul style="list-style-type: none"> • All areas are cleaned daily according to required standards operating procedures (SOP) • High Quality of cleaning as per the required standards • Windows and windowsills are checked and cleaned daily. • Public areas are checked and cleaned daily • Floors are checked and cleaned daily • Refuse removed daily • No complaints from guests. • Emergency cleaning is attended to immediately • Maintenance matters are reported daily.
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Store / Plant Rooms

- Chemical, equipment, furniture, linen.
- Plant rooms
- Functions & Meetings – preparation, set up & de-commission after.

2.	Health & Safety	5%	<ul style="list-style-type: none"> • Report all Health & Safety risks & violations, including electrical equipment. • Report faulty Health & Safety equipment. (eg fire extinguishers, fire hoses, etc) • Display and clean safety signage. (eg wet floor signs) • Use safe ladders where required. • Ensure that electrical & cleaning equipment is clean. • Act as a Fire Marshal. • Personal protective equipment to be worn. 	<ul style="list-style-type: none"> • All health and safety risks & violations are immediately reported • Faulty Health & safety equipment is reported immediately • Safety signage is displayed, checked, and moved as the task progress • Areas are cleaned ensuring that the H&S requirements are adhered to
3.	Monitoring & reporting	10%	<ul style="list-style-type: none"> • Report all guest lost & found items as per SOP. • Complete all reports according to the required standard. • Submit all relevant documentation for Housekeepers/managements perusal. • Ensure accurate information is captured on required reports. • Assist Housekeeper/Management with daily, weekly and monthly stock takes. 	<ul style="list-style-type: none"> • Inform manager/ Housekeeper where supplies are needed. • Increases accountability with regards to allocation sections. • Ensure that credible information is supplied to management/housekeeper. • Strengthens guest relations.
4.	Sustainability	5%	<ul style="list-style-type: none"> • Actively assist with University sustainability initiatives. (eg. power, water, waste) • Ensure that designated refuse bags are appropriately placed. (Recyclable / Green – clear bags, Non-Recyclable / Yellow – black bags) • Remove recyclable (Green) and Non-Recyclable (Yellow) refuse to designated areas. • Deposit all white paper in paper recycling bin. • Deposit all E waste (eg. light tubes, light bulbs, electronic items) with the Handyperson for disposal. 	<ul style="list-style-type: none"> • Sustainability initiatives are supported. • Refuse types are identified appropriately bagged and placed for collection. • Paper waste is identified and bagged for collection. • E waste is identified & handed to Handyperson for disposal.

MINIMUM REQUIREMENTS

Minimum qualifications	NQF 2 (Grade 10)					
Minimum experience (type and years)	1year experience housekeeping experience in the hotel industry					
Skills	<ul style="list-style-type: none"> • An ability to follow clear instructions or physical demonstration of task. • Basic literacy, and numeracy. • Ability to communicate effectively with hotel guests, i.e., to announce arrival at door and to clearly understand requests from guests. • Strong ability to use cleaning supplies, vacuum, safety equipment, and other equipment and materials used in carrying out housekeeping functions. • Physically fit, with the ability to move around work area effectively and efficiently and lift. • Ability to work effectively in a place of varying levels of noise. • Ability to solve problem relating to guests, with strong customer service skills. • Strong self-starting personality and ability to display professional attitude and appearance always. • Ability to work in a team setting, providing support to co-workers whenever called upon to offer assistance. • attention to detail • Taking ownership • Responding with urgency • Collecting Information (listening; asking questions) • English communication skills • Basic Knowledge of Health & Safety. 					
Knowledge	Cleaning / Housekeeping Industry; General Health and Safety principles; Basic knowledge of materials or equipment may be required.					
Professional registration or license requirements	None					
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	<ul style="list-style-type: none"> • Honesty & integrity. 					
Competencies (Refer to UCT Competency Framework)	Competence		Level	Competence		Level
	Quality commitment/ work standards		1	Planning and Organising		1
	Resilience		1	Written & Verbal Communication		1
	Safety awareness		1	Teamwork / collaboration		1
	Service Delivery		1			

SCOPE OF RESPONSIBILITY

Functions responsible for	Daily cleaning
Amount and kind of supervision received	Direct supervision Receives direct supervision. Housekeeper gives clear, detailed, direct and specific instructions on most work. Work is regularly checked for completeness and accuracy. Tasks are covered by standard procedures. Responses to unfamiliar situations are determined at higher levels. Some latitude is allowed within set routines to rearrange sequences and choose between set methods.
Amount and kind of supervision exercised	None
Decisions which can be made	Defined decisions Makes defined decisions. Decisions can be defined, and the staff member is left with little choice other than variation in the 'when' regarding the elements of an operation.

Decisions which must be referred	All decisions outside work routine

CONTACTS AND RELATIONSHIPS

Internal to UCT	Hospitality Director, Hospitality Manager, Housekeeper, Booking Officers: All Africa House, Maintenance Assistant, General Assistant, Bartender, Stock Controller, Chefs, Front Office Staff.
External to UCT	Guests, vendors, suppliers.