



BITS Pilani
Dubai Campus

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BITS Pilani, Dubai Campus

Position Title	Hostel Attendant (Female)
Appointment	Full-time
Reporting to	Executive – Hostel
Department	Hostel Unit
Positions	2
Location	Dubai, UAE
About BITS-Pilani Dubai Campus (https://www.bits-pilani.ac.in/dubai/)	<p>BITS Pilani, Dubai Campus (BPDC) is the international campus of Birla Institute of Technology and Science, Pilani, India and is located at the Dubai International Academic City. Set up in the year 2000, it is among the pioneer institutions in Dubai, offering high-quality engineering, technology and management education. It attracts a diverse student population from UAE, other GCC countries, Asia, Africa and the Far East.</p> <p>BPDC is approved by the University Grants Commission and Ministry of Human Resource Development, Government of India and by the Knowledge and Human Development Authority (KHDA), Government of Dubai.</p> <p>BITS Pilani has been granted the status of "Institute of Eminence" by MHRD, Government of India.</p> <p>BITS Pilani, Dubai Campus has been awarded a 5-star rating by the Knowledge and Human Development Authority (KHDA) in partnership with QS in 2022, recognizing our excellence in teaching, research, employability, and internationalization.</p> <p>BPDC offers B.E, BBA, M.E., M.B.A. and Ph.D. programmes in various engineering and allied disciplines, with nearly 1500 students from over 20 countries. The dynamic and vibrant campus has modern infrastructure and teaching/research facilities that enables BPDC to deliver a well-rounded education in an international environment by highly qualified faculty. Smart classrooms, cutting edge laboratory facilities with the latest equipment, a 24/7 Creative Laboratory, and high-definition video conferencing facilities that connects BPDC with the campuses in India are some of the value-added features of BPDC. The Practice School, an internship program embedded in the course</p>



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	structure organized in partnership with over 400 companies, facilitates industry attachment for students in preparation for their future careers.
BPDC as a preferred workplace	BPDC provides an inclusive and supporting environment where you can grow your professional and personal self. BPDC is the place for you if you have the passion to make a difference.
Institutional Responsibilities and Accountabilities	<ul style="list-style-type: none"> • Act at all times in accordance with the BITS Pilani Dubai Campus's approved code of conduct. • Work in accordance with BPDC's policies and procedures including following safe work practices for self and others. • Proactively work towards achieving individual and team goals, whilst demonstrating BPDC's values and behaviour. • Actively engage in and embrace professional development opportunities. • Undertake any reasonable tasks as directed.
Job Purpose	<p>The Hostel Attendant is responsible for providing general support to the hostel management and ensuring the smooth operation of hostel facilities for students. The role involves maintaining cleanliness, assisting with hostel-related administrative tasks, attending to students' needs, and ensuring the overall safety and comfort of the hostel residents. The Hostel Attendant helps create a positive, organized, and safe living environment within the university's hostel.</p> <p><i>Note: This position is intended for female candidates only, considering the nature of duties and responsibilities within the female hostel.</i></p>
Key Responsibility Areas	<p>Hostel Maintenance and Cleanliness:</p> <ol style="list-style-type: none"> Room and Common Area Cleaning: <ul style="list-style-type: none"> ○ Ensure that student rooms, bathrooms, and common areas (lounge, kitchens, corridors) are kept clean and organized. ○ Report any maintenance or cleaning issues to the relevant department for prompt resolution. Waste Management: <ul style="list-style-type: none"> ○ Ensure proper disposal of waste, including segregation of recyclable and non-recyclable materials. ○ Ensure the waste disposal areas clean and hygienic. Laundry Assistance: <ul style="list-style-type: none"> ○ Assist students with laundry arrangements, if applicable, ensuring the cleanliness and timely availability of laundry services.



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- Help in sorting laundry items and maintaining order in the laundry areas.

Student Assistance:

4. Providing Support to Students:

- Attend to students' day-to-day needs and queries related to hostel facilities, ensuring a high level of customer service and satisfaction.
- Provide assistance with tasks such as requesting supplies, adjusting room conditions (e.g., lighting, heating), and guiding them on hostel policies.

5. Room and Facility Inspections:

- Ensure that rooms and facilities are properly maintained and are in good working condition.
- Report any maintenance issues, broken items, or safety concerns to hostel management.
- Conduct periodic room checks to ensure cleanliness and compliance with hostel rules.

Safety and Security:

6. Monitoring Hostel Premises:

- Monitor hostel premises to ensure the safety and security of students, especially during night shifts.
- Ensure that all hostel protocols are followed.
- Check that students adhere to hostel rules and regulations, including curfew timings and guest policies.

7. Emergency Assistance:

- Assist in managing emergency situations, such as medical emergencies or fire drills, and follow university procedures for safety.
- Maintain awareness of safety exits, fire alarms, and emergency protocols.

Administrative and Other Duties:

8. Inventory Management:

- Help with the maintenance of hostel inventories, including linens, toiletries, and cleaning supplies.
- Report any shortages of supplies to hostel management and help in restocking as necessary.

9. Guest Management:

- Assist with the check-in and check-out process for visitors or parents who may be staying in the hostel for a short period.
- Maintain a visitor logbook to track guest entries and departures.

10. General Administrative Support:

- Assist hostel management in organizing events, activities, or meetings within the hostel.
- Maintain proper records of maintenance requests, student complaints, and any hostel-related incidents.



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Competencies Required	<ol style="list-style-type: none">1. Attention to Detail: Ability to maintain a high standard of cleanliness and organization within the hostel environment.2. Communication Skills: Good communication skills to interact with students, hostel management, and staff effectively.3. Customer Service Orientation: Friendly, approachable, and responsive to student needs, ensuring a positive experience in the hostel.4. Reliability and Punctuality: Consistently reliable and punctual, with a focus on performing tasks efficiently and on time.5. Teamwork: Ability to work collaboratively with hostel management and other attendants to ensure smooth operations.6. Problem-Solving: Ability to address student concerns and resolve issues effectively, ensuring student satisfaction.7. Basic Safety Knowledge: Awareness of basic safety protocols, fire safety, and emergency procedures relevant to the hostel environment.
Educational qualification	Grade 12 pass. Any additional training in hospitality, customer service, or housekeeping is a plus
Experience	Previous experience in a similar role in a hostel, hotel, or residential facility is an advantage
Remuneration & benefits	Commensurate with qualifications and experience

Interested candidates meeting the above qualifications and experience must apply online at <https://www.bits-pilani.ac.in/careers/non-academic?campus=dubai> by **9-June-25**. Shortlisted candidates will be required to submit relevant documents. No enquiries will be entertained. Multiple applications will be summarily rejected.