Job Description

Job title: Housekeeping Supervisor

Accountable for: Head Scouts and Scouts

Accountable to: Head of Hospitality & Accommodation

Hours of work: 30 per week, usually Monday to Friday, but weekend work will be expected particularly during vacations.

Salary: £10.90 per hour

Core Objective

To ensure a consistently high standard of cleaning service is delivered to all residents, staff and visitors, and to lead, train and motivate the Housekeeping team to achieve this. To monitor and to maintain a healthy and safe environment for students, staff and visitors.

Main Duties and Responsibilities

Premises:

- Maintaining a high standard of cleaning service in all areas of the College and its sites;
- Ensuring accommodation is deep-cleaned at the end of each term and the summer vacation;
- Ensuring student kitchens are kept in good order and report any faults or misuse to Head of Hospitality and Accommodation;
- Completing regular inspections in order to check for the cleanliness of all accommodation, lecture rooms and offices, ensuring that duties have been completed and the agreed standards are being maintained;
• Ensuring that rooms are correctly prepared for occupation for guests and students;
• Inspecting student residency end of term for damages in order to make the appropriate charges;
• Inspecting student rooms on a rota basis so all rooms are visited by the Housekeeper at least once a term;
• Reporting all maintenance work and repairs promptly to the Works Department by e-mail and repotting to Head of Hospitality and Accommodation if works are not being completed in a timely manner;
• Ensuring regular inspections for cleaning, repairs and wear and tear etc. throughout the College and report to the Head of Hospitality and Accommodation;
• Liaise closely with the Domestic Bursary for college and conference room requirements and other bookings.

**Personnel:**
• Providing induction for all new staff and ongoing training to ensure the standards are maintained at all times;
• Training, supervising and motivating all Housekeeping staff to maintain a consistently high standard of work at all times;
• Monitoring time keeping, efficiency, effort and staff output for customer care standards;
• Managing the Housekeeping team and allocate workload to ensure that all work is completed appropriately;
• Arranging cover for absences, ensuring that work is evenly distributed and sufficient weekend and conference cover is provided at busy times;
• Ensuring that staff present a positive image by conducting themselves in a professional manner at all times and exhibiting high standards of personal appearance;
• Recording staff attendance and administering weekly overtime, sickness absence and holiday entitlement for all Housekeeping staff;
• Supervising Scouts and incorporating daily visits to various residential sites and/or work areas;
• Liaising with the Head of Hospitality and Accommodation regarding Scouts’ training;
• Demonstrate a ‘leading by example’ role in all aspects of the scout role within the team.

**Administration:**
• Use the Kinetic System to identify room requirements and to identify rooms’ status;
• Completing some administration tasks, as directed by the Head of Hospitality and Accommodation;
• Supervising the provision of linen for the College, maintaining an inventory of stock and ensuring the despatch of dirty and receipt of clean;
• Chairing weekly Housekeeping Team meetings;
• Produce Risk Assessments and Safe Working Procedures with the support of the Domestic Bursary.
• Assisting with conference arrangements and planning of accommodation, supported by the Domestic Bursary.
• Stock monitoring and procurement;
• Preparing payroll information at the end of each pay period.

Health and safety:
• Complying with all aspects of Health and Safety including COSHH for chemicals and cleaning materials and manual handling;
• Creating, monitoring and maintaining Risk Assessments and Safe Working Procedure using MS office package and BusinessSafe online, supported by the Domestic Bursary.
• Complying with Health and Safety and COSHH for chemicals and cleaning materials. Ensure that all staff receives training in COSHH and Health and Safety appropriate to their duties;
• Ensuring all staff wear their uniforms and PPE equipment.

Procurement:
• Managing of the Housekeeping Department stores and being responsible for ordering and maintaining stocks of cleaning products, supported by the Domestic Bursary.
• Maintaining stocks of goods for welcome trays and amenities bags;
• Helping to maintain stocks of goods for welcome trays and amenities bags and notifying the Head of Hospitality and Accommodation if stock levels that are low;
Person Specification

Qualities, Experience and Qualifications

Required:

• Demonstrable track record in Housekeeping services;
• Excellent knowledge of relevant practices and procedures;
• Demonstrable experience in team leading within a comparable work environment;
• Proven ability to lead and develop a team to achieve and maintain high service standards;
• Excellent customer service skills.

Desirable:

• Familiarity with room management/booking systems such as Kinectic would be an advantage;
• Strong IT skills, including MS applications (Outlook, Word, Excel);
• Experience of an Oxbridge-style college environment;
• Supervisors/Manager Leadership Certificate Level 2 or equivalent;
• Familiarity with performance management will be an advantage.