



Job Description

Job title:	Housekeeping Manager
Responsible for:	Head Scouts and Scouts
Reports to:	Domestic Bursar
Hours of work:	36.5 per week, usually Monday to Friday, but weekend work will be expected, particularly during vacations.

Job Purpose

To ensure high standards of cleaning in College rooms, facilities and premises used by students, staff and visitors and to manage the Housekeeping team in line with performance and attendance targets to achieve this. To support the Health and Safety Officer in monitoring and to maintaining a healthy and safe environment.

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 the Domestic Bursar;
- 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;
- Co-ordinating room inventories of students rooms, ensuring accurate records are kept at all times;
- Reporting all maintenance work and repairs promptly to the Works Department by e-mail and reporting to the Domestic Bursar 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 Domestic Bursar;
- 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 HR 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 Domestic Bursar;
- Supervising the provision of linen for the College, maintaining an inventory of stock and ensuring the despatch of dirty and receipt of clean;
- Producing and maintaining appropriate manuals and literature for Scouts;
- Chairing weekly Housekeeping Team meetings;
- Produce Risk Assessments and Safe Working Procedures;
- Assisting with conference arrangements and planning of accommodation;
- 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;
- 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;
- Purchasing of Linen and equipment under the direction of the Domestic Bursar;
- 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 Domestic Bursar if stock levels that are low;
- Being responsible for the procuring and issuing of linen, equipment and cleaning materials to staff.
- Ensuring that fully conversant with the College IT Systems, able to proficiently send emails, prepare Word documents and utilise the Kinetics system.

Person Specification

Qualities, Experience and Qualifications

Required:

- Demonstrable track record in Housekeeping services;
- Demonstrable experience of managing performance in line with standards/targets including absence/capability and conduct cases;
- Demonstrable experience in team leading within a comparable work environment;
- Excellent knowledge of relevant practices and procedures;
- 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.