Job Description

Job title: Housekeeping Supervisor
Accountable to: Housekeeping Manager
Accountable for: Head Scouts and Scouts
Liaison with: Students, Staff, Fellows

Overview of Role

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 maintain a healthy and safe environment for students, staff and visitors.

Main Duties and Responsibilities

Premises:

- Maintaining a high standard of cleaning 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 Housekeeping Manager;
- 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 at the 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 Housekeeping Manager at least once a term;
- Reporting all maintenance work and repairs promptly to the Works Department by e-mail and repotting to Housekeeping Manager 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 reporting these to the Housekeeping Manager;

• 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;

• Supervising the Housekeeping team and allocating 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 Housekeeping Manager 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 Housekeeping Manager;

• Supervising the provision of linen for the College, maintaining an inventory of stock and ensuring the despatch of dirty and receipt of clean;

• Assist the Housekeeping Manager with Risk Assessments and Safe Working Procedures;

• Assisting with conference arrangements and planning of accommodation, supported by the Housekeeping Manager.

• Stock monitoring and procurement;

• Assisting with preparation of 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 Housekeeping Manager.
- Complying with Health and Safety and COSHH for chemicals and cleaning materials, and ensuring 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 Housekeeping Manager.
- 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 Housekeeping Manager if stock levels that are low;
Person Specification

Qualities, Experience and Qualifications

Essential

- 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