



Job Description

Job title:	Deputy Housekeeping Manager
Accountable to:	Accommodation and Housekeeping Manager
Liaison with:	Staff, Students, College Visitors

Overview of the Role

The Deputy Housekeeping Manager is responsible for ensuring that a consistently high standard of cleaning service is delivered to all residents, staff and visitors to the College and will lead, train and motivate the Housekeeping team to achieve this. S/he will monitor and 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 the Accommodation and 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 prepared for occupation for guests and students;
- Inspecting student rooms on a rotational basis;
- Reporting all maintenance work and repairs promptly to the Works Department by e-mail and reporting to the Accommodation and 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 to the Accommodation and Housekeeping Manager;
- Liaising with the Accommodation and Housekeeping Manager and the Domestic Bursary about college and conference room requirements and bookings.

Personnel:

- Providing induction for all new staff;
- 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;
- Arranging cover for absences, ensuring that work is evenly distributed and sufficient weekend and conference cover is in place 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 overtimes;
- Supervising Scouts and incorporating daily visits to various residential sites and/or work areas;
- Demonstrate a 'leading by example' role in all aspects of the scout role within the team.

Administration:

- Updating and monitoring of Kinetics booking system and ensuring all changes are appropriately logged and dealt in timely manner;
- Completing some of the administration tasks, as directed by the Accommodation and Housekeeping Manager;
- Helping to produce Risk Assessments and Safe Working Procedures;
- Assisting with conference arrangements and planning of accommodation;
- Preparing payroll information at the end of each pay period in the absence of the Accommodation and Housekeeping Manager.

Health and Safety:

- Complying with all aspects of Health and Safety regulations;
- Complying with COSHH regulations for cleaning products and practices;
- Monitoring and maintaining Risk Assessments and Safe Working Procedures;
- Ensuring all staff wear their uniforms and PPE equipment.

Procurement:

- Managing of the Housekeeping Department stores;
- Maintaining stocks of goods for 'welcome trays';
- Supervising the provision of linen for the College, maintaining an inventory of stock and ensuring the despatch of dirty and receipt of clean laundry;
- Liaising with the Accommodation and Housekeeping Manager to ensure adequate stock of linen/bedding are ordered.

Person Specification

Qualities and Experience:

Essential

- Demonstrable track record in Housekeeping services;
- Excellent knowledge of Health and Safety 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 standards of service;
- Excellent customer service skills;
- Strong IT skills, including MS applications (Outlook, Word, Excel).

Desirable:

- Familiarity with room management/booking systems such as Kinectic;
- Experience of an Oxbridge-style college environment;
- Level 2 Qualification in Leadership or Management, or equivalent;
- Familiarity with performance management.