



Job Description

Job title:	Housekeeping Supervisor
Accountable to:	Accommodation and Housekeeping Manager & Deputy Housekeeping Manager
Accountable for:	Senior 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. Each day the Housekeeping Supervisor will spend 4 hours supervising and 4 hours cleaning.

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 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 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 Accommodation and Housekeeping Manager at least once a term;

- 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;
- When required cover some Housekeeping Manager's duties in her absence.
- Ensuring regular inspections for cleaning, repairs and wear and tear etc. throughout the College and reporting these to the Accommodation and Housekeeping Manager.
- Liaise closely with Deputy Housekeeping Manager to establish housekeeping requirements and priorities of work during vacation periods.
- Liaise closely with the Domestic Bursary for college and conference room requirements and other bookings.
- Maintain effective communication with students through email regarding any housekeeping issues.

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 Accommodation and Housekeeping Manager regarding Scouts' training;
- Demonstrate a 'leading by example' role in all aspects of the scout role within the team.
- Recording and tracking staff sickness and carrying out return to work meetings, ensuring all documentation is saved in the Housekeeping shared folder.
- Assisting with coverage of areas when the department is short-staffed.

Administration:

- Use the Kinetic System to identify room requirements and to identify rooms' status;
- Completing some administration tasks, as directed by the Accommodation and Housekeeping Manager;
- Supervising the provision of linen for the College, maintaining an inventory of stock and ensuring the dispatch of dirty and receipt of clean;
- Assist the Accommodation and Housekeeping Manager with Risk Assessments and Safe Working Procedures;
- Assisting with conference arrangements and planning of accommodation, supported by the Accommodation and 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 Accommodation and 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 the Housekeeping Department stores and being responsible for ordering and maintaining stocks of cleaning products, promoting the use of eco-friendly and biodegradable cleaning products supported by the Accommodation and Housekeeping Manager.
- Maintain an up-to-date record of cleaning products taken from the store by each staff member and fill this in the Housekeeping shared folder.
- 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 Accommodation and 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