Job Description

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Housekeeping Supervisor</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Housekeeping</td>
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<tr>
<td>Main purpose of the job:</td>
<td>To assist and support the Accommodation Manager and Deputy Accommodation Manager with the Supervision of the housekeeping team to ensure a high degree of cleanliness and hygiene in all areas of the College.</td>
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<tr>
<td>Reporting to:</td>
<td>Deputy Accommodation Manager/Accommodation Manager</td>
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<td>Staff responsible for:</td>
<td>Supervision of Cleaning staff</td>
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<td>Hours:</td>
<td>As necessary to discharge the duties of the post, an average of 37.5 hours per week, any 5 out of 7 days (7.30am-3.30pm each day). Working 1 weekend in 5.</td>
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<td>Salary and Salary Band:</td>
<td>Band 7</td>
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Main duties and responsibilities:

The daily supervision and motivation of Cleaners (to include checks/inspections of areas) to ensure work has been completed to a high standard and in line with the service level agreement.

Communicate the inspection results to team members in an appropriate and motivating manner, working towards achieving standards in all areas.

Ensuring all cleaners complete their tasks, all areas are cleaned to the standards and at the frequencies specified by the Accommodation Manager.

Training new members of staff

To assist the Accommodation Manager and Deputy Accommodation with the annual appraisals.

To support the other Housekeeping supervisor in their absence and during busy periods.

To be able to organise and plan rotas on a day to day basis including cover for absence.

To check that all bedrooms are ready for occupation; to the standard required.

Ensure preparation and cleaning of conference bedrooms and public rooms to a good hotel standard.

Assist the Accommodation Manager in establishing, training and maintaining service level agreements with all cleaning staff.

Inspect all bedrooms on a termly basis, rating and reporting against Service Level Agreement standards.

To report security and maintenance issues and damage of college property to the Accommodation Manager and the reporting maintenance ticket system.

Under the guidance of the Deputy Accommodation Manager, to assist in the order and control pf the linen and laundry, including the sorting, counting and exchanging of conference linen.
To distribute the house linen to the cleaning staff as necessary.

Monitor, control and purchase cleaning materials under the guidance of the Accommodation Manager and distribute them to the cleaning staff.

Monitor, replenish the cleaning stores on a monthly basis.

Instruction to staff on Health & Safety issues including safe use of chemical cleaning materials.

Assist with storage of student belongings during vacation in line with current College policy.

To take on cleaning duties when necessary.

Any other duties that may from time to time be required, as discussed with you by your line manager.

**Person Specification**

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications</strong></td>
<td></td>
<td>Housekeeping NVQ</td>
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<tr>
<td><strong>Skills, knowledge, experience</strong></td>
<td>Experience of cleaning and housekeeping. Supervisory or management experience The ability to communicate with all College Fellows, staff, students and College visitors in a friendly and helpful manner. The ability to maintain good working relationships and to communicate clearly within his or her team. To understand the role of the Housekeeping department within the College.</td>
<td>Good general IT skills (Word, Excel, email)</td>
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<td><strong>Personal attributes</strong></td>
<td>Adaptability and flexibility and an ability to manage a variable workload. Able to use own initiative Team player and the ability to work together with the other Housekeeping Supervisor The ability to maintain good working relationships and to communicate clearly within his or her team. Ability to communicate with all College Fellows, staff, students and College visitors in a</td>
<td></td>
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</table>

The basic hours are as necessary to discharge the duties of the post, an average of 37.5 hours per week, to be worked any 5 days in 7 each week (7.30am-3.30pm each day). The jobholder will be required to work 1 weekend in 5.

**Benefits**

- Contributory pension scheme
- Life assurance benefit
- Discretionary annual bonus scheme
- Free gym facilities, use of tennis courts and squash courts
- 25 days holiday plus bank holidays
- On-site parking.
- Free lunch is provided when the kitchens are open.