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| Job title | Head of Housekeeping | | |
| Salary | Approx £28,000 (£13.50 per hour) | | |
| Hours | 8 hours per day | Location | Cuddesdon |
| Reporting to | Deputy Bursar | | |
| Responsible for | Domestic Team members | | |
| Key relationships | Maintenance Manager, Head Chef | | |

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| **Summary, purpose and objectives of the role** |
| The key purpose of the role is to provide an effective and efficient housekeeping service for students, visitors and staff using the College premises. This is a key role in setting high standards of cleanliness, maintenance and security, and includes supervision and management of the domestic team. |
| **Main duties and responsibilities** |
| **Facilities**  Oversee and supervise a daily housekeeper service (hours flexible depending on College needs and external conference bookings), responding to requests from students and guests as necessary. Occasionally this will include undertaking cleaning, changing linen and preparing bedrooms and meeting rooms for guests.  Supervise meeting room set-up according to booking forms, including preparing AV equipment, cleaning whiteboards, replenishing white board pads and pens, etc.  Set up / check audio-visual equipment and be familiar with its operation in order to support users and respond to requests for additional equipment, adaptors, extension leads, etc.  Welcome external guests, issue keys, show guests to their rooms and ensure they receive relevant information for their stay, e.g. information booklets present in rooms  Maintain oversight of all keys and replace as necessary. Overall responsibility for the access system including issuing key fobs and updating the system.  Stock management of cleaning materials, renewables, toiletries, etc.  Oversee the laundry arrangements (bed linen, towels, etc)  Contribute to the general maintenance and care of College buildings, including staff and student houses, in particular:   * Manage laundry services, including managing student washing machines and dryers * Maintenance and servicing of cleaning equipment * Checking operation of water softeners * Maintaining appropriate records of required inspections (e,g. water treatment, electrical inspection, fire extinguishers, etc * Coordinating arrival and departure of students and tenants in College properties including arranging necessary cleaning, repairs and decoration.   Liaise with the Maintenance Manager on faults and repairs  Maintain health and safety records (COSHH assessments) and ensure adherence to Health and Safety, security and other College policies at all times.  **Domestic Team Supervision**  Maintain high standards of cleanliness and hygiene with attention to detail, undertake regular reviews of work by the domestic team to maintain standards and recommend repairs and redecoration where necessary. This will include student and guest bedrooms, communal areas, meeting rooms, toilets and bathrooms, offices and external areas immediately adjacent to the buildings, e.g entrance doors, pathways, outside of windows (not the grounds).  Ensure development and productivity of the team and arrange training where necessary e.g. cleaning skills, Moving and Handling techniques, first aid, etc. Conduct annual appraisals.  Manage and arrange the rota for the domestic team, arrange cover when necessary and manage holiday and sick leave.  Allocate work to ensure all housekeeping tasks required for the day are completed.  Complete time sheets and submit monthly.  **Other**  Financial responsibilities include preparing payroll information for domestic team, purchase of cleaning materials and consumables, checking invoices for work completed.  Other duties as required. |
| **General**  You are expected to take pride in your work and will be responsible for ensuring that rooms are presented correctly and to a consistently high standard.  You must follow procedures to ensure that properties are secure and that unauthorised access to College buildings is not allowed.  You have a duty to comply with Health & Safety regulations including COSHH and correct use of Personal Protective Equipment.  You will be expected to attend job-related training as appropriate for the job, for example in first-aid, manual handling and safety awareness, and to comply with risk assessments. |
| **Summary Terms & Conditions**  **Hours**: Normal working day is 8 hours (8am to 5pm with an unpaid lunch break). Your normal working week will be Monday to Friday. You will be expected to keep your working hours flexible to a reasonable extent, depending on the needs of the College. This will include weekend and bank holiday working (one weekend a month). At times the needs of the College will require these hours to be modified and you will be expected to vary your hours of work accordingly.  **Rate of Pay**: £13.50 per hour  **Pension**: You will be entitled to membership of a Church of England Pension scheme to which the College contributes 6.5% of basic pay and the employee is required to contribute a minimum of 1.5%. In addition the College pays 0.5% for life insurance cover.  **Contract**: This is a permanent role subject to satisfactory completion of a three month probation period.  **Holiday**: You will be entitled to 6 weeks annual leave in addition to bank holidays. Annual leave will not normally be granted during term time. You will be required to take up to a week of annual leave during each of the Christmas and Easter closed periods.  **College Meals:** You may join students and staff for free lunches in the College dining room during term time when the kitchens are open.  Ripon College Cuddesdon is committed to safeguarding and ensuring the welfare of children and adults. This is a responsibility that is shared by all staff. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment. We have safeguarding policies in place which staff are expected to read at induction and keep up to date with any policy changes throughout their employment and/or volunteering experience. Regular training is provided. |

| **Person Specification** | | |  |
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| **Qualities** | **Essential** | **Desirable** | **Assessed By** |
| **Qualifications** | Good basic education including maths and english | Educated to A level or equivalent | Application form  Evidence of qualifications |
| **Knowledge and experience** | Experience of cleaning and housekeeping services within a public facing operation.  Experience of managing domestic staff in a similar setting.  Knowledge of health and safety and fire safety requirements.  Experience of preparing and using COSHH assessments | Experience of working within the education or hospitality sectors. | Application form  Interview |
| **General skills & aptitudes** | Good verbal and written communication skills. |  | Application form  Interview  Practical exercise |
| **Job-specific skills & aptitudes** | Good working experience of Microsoft Office (word, excel, outlook). | Experience of using computerised booking systems | Application form  Interview  Practical exercise |
| **Personal attributes** | Highly motivated  Ability to work unsupervised  Proactive and planned approach to work  Friendly and approachable attitude  Sympathy with the ethos, values and objectives of Cuddesdon | Ability to drive and use of own car | Interview |
| **Circumstances** | Weekend and bank holiday working will be required as per the rota pattern. |  | Interview |