



**ST JOHN'S COLLEGE
CAMBRIDGE**

**Further particulars for the position of
Senior Linen Room Supervisor**

Requirement

St John's College is looking to appoint a Senior Linen Room Supervisor to join the College's Housekeeping Department. The post, which is one of three Senior Linen Room Supervisor posts within the College, oversees Bedmaking staff within a defined area to ensure the provision of an efficient and effective housekeeping service.

St John's College

St. John's College was founded in 1511 by Lady Margaret Beaufort, the mother of King Henry VII. It is one of the oldest of the University colleges and has over 500 undergraduate and 300 post-graduate students, and around 150 Fellows in a very wide range of academic disciplines. The charitable purposes of the College are the advancement of education, religion, learning and research. The College is currently able to accommodate all its students in College and nearby hostels and houses. All Fellows have a study in College and some are fully resident in College. Additionally, the College employs some 250 Assistant Staff. The College is a very diverse community with approximately 20% of its undergraduates and 50% of its graduates coming from overseas.

Further information on the College can be found on the College website www.joh.cam.ac.uk

College Aims: the College's statutory aims are the promotion of education, religion, learning and research.

Department Aims: to prepare and clean College rooms and furnishings. To provide general cleaning support within the College in order to deliver efficient and effective Housekeeping services to College members, their guests and accommodated visitors, by a well- motivated and trained team.

Principal Responsibilities and Duties

Job Title: Senior Linen Room Supervisor

Department: Housekeeping

Line Manager: Superintendent of Housekeeping

Job Purpose: To supervise, train and monitor Bedmaking staff to ensure that bedrooms, offices, public areas and outside properties are maintained to the required standard. To deliver an efficient and effective housekeeping service for members of the College, their guests and visitors.

a) **In order to Supervise a team of Bedmakers, the postholder will:**

- i. Ensure staff are briefed and supplied with the correct equipment
- ii. Provide worksheets, cleaning/conference rotas using the College's database accommodation booking system (Kx)

- iii. Plan cover for absences/sickness/holidays/weekends
 - iv. Monitor the Bedmaker's standard of cleaning
 - v. Be the initial point of contact for queries, requests and complaints from Students, Fellows, Staff and Guests of the College.
 - vi. Manage Staff recruitment, Shortlist, Interview and appoint Bedmaking staff
 - vii. Manage end of Terms annual cleaning of Furnished Let properties and periodic 'Builders 'cleans
- b) **In order to operate the Linen Room, the postholder will:**
- i. Ensure the appropriate linen stock levels, cleaning materials and equipment are maintained for both Term and Vacation requirements
 - ii. Manage and maximise use of linen and chemical stock, record 'issue/returns', shortages and repairs, whilst keeping within the budgets set.
 - iii. Undertake termly stock takes in liaison with the laundry contractor
 - iv. Ensure the working area is cleaned to the required standard
- c) **In order to ensure the general maintenance and security of rooms, the postholder will:**
- i. Report to the Housekeeping Office any security lapses, prolonged absence of occupants, damage to fixtures and fittings, lost property
 - ii. Report maintenance faults to Maintenance/Housekeeping Office
 - iii. Be responsible for daily issue/return of keys and maintain records
- d) **In order to ensure the required standards with regard to Health and Safety are maintained, the postholder will:**
- i. Be fully conversant with cleaning materials and their uses in line with current COSHH/Health & Safety regulations
 - ii. Undertake Bedmaker inductions/training in the form of visual aids and the subsequent upkeep of these records, including all casual/ seasonal staff
- e) **In order to ensure comprehensive record-keeping, the postholder will:**
- i. Maintain staff records for holidays/training/personal development reviews/ accident report forms
 - ii. Conduct annual Staff Development Reviews and six-monthly follow ups with 14 – 20 bedmaking staff, ensuring paperwork is prepared and circulated to staff and queries followed up in a timely manner
 - iii. Undertake basic IT tasks, including e-mail in order to communicate daily with colleagues/Students/Fellows

The list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be specified by the Superintendent of Housekeeping from time to time.

Resources Managed:

- Sole responsibility for the management of the Linen Room
- Responsible for the day to day management of a team of 14-20 Bedmakers
- In Term time, responsible for 100-200 Student/Fellows rooms/properties in College, and 14 - 17 outside properties communal areas, kitchens, bathrooms and toilets
- In vacation periods, the Supervisor is responsible for managing/maintaining up to 150 bedrooms in College, plus 14 – 17 outside property full deep cleans, ensuring they are cleaned and maintained to the required standard for conference guests, visitors and returning Students
- Control and Supervision of the issue/return of keys to the Linen Room on a daily basis

Decision-making

- Prioritising daily workloads in Term by co-ordinating staffing requirements with other College Supervisors
- Establish linen/cleaning material requirements for both term time and conference periods
- During summer vacation, manage and prioritise the cleaning of outside properties in conjunction with the Group Hostel Administrator.
- During conference periods, prioritising tasks to meet the daily deadlines re arrival/departure of conferences
- Determine and Manage the number of staff needed at weekends to provide the required service levels whilst keeping costs within the agreed budgets for overtime

Person Specification

Qualifications, Knowledge and Experience:

- Previous supervision experience essential
- Basic knowledge of IT is essential together with a willingness to undertake any necessary training
- In-house training will also be given on the following:
 - correct use of cleaning materials and equipment
 - Health & safety issues
 - College's data-base accommodation booking system (Kx)
 - Fire training

Skills, Abilities and Competencies:

- The ability to communicate in an efficient manner is essential, as the post entails contact with Students/Fellows/visitors/work colleagues.
- Ability to work to deadlines, particularly during busy conference periods and a flexible approach to work are essential
- The ability to demonstrate initiative, with organisational skills and self-motivation
- Self-motivation and a flexible attitude towards the varied tasks

- The ability to maintain effective close working relationships with staff in other College Departments
- Efficient people management skills including the ability to delegate, direct and support

Terms and Conditions

Length of post:	Permanent
Salary:	Between £20,285.00 – 22,610.09 p.a. (depending on experience)
Hours of work:	36.25 hours per week. There will be a requirement to work overtime, including weekends and bank holidays
Location:	The role is based in Cambridge.

Contractual benefits include

- Membership of a contributory pension scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:

- Free lunch in the College's Buttery Dining Room (subject to a monetary limit)
- Access to a 'cash plan' healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
- Free car parking close to the College (subject to availability)
- Free use of an on-site Gym
- Free life cover

The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week's notice on either side. Following the successful completion of the probationary period, the period of notice would be one month on either side.

Recruitment Process

Please include in your application:

- A **covering letter** explaining why you believe yourself to be suitable for the role and why the role appeals to you
- A completed **application form**
- A **full CV**

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk

or by post to: The HR Department, St John's College, Cambridge, CB2 1TP

to arrive no later than **9.00 am** on **Friday 9 August 2019**.

It is proposed to hold interviews on the 15 and 16 August 2019.

We will contact you if you are selected to attend an interview. For those not selected may we take this opportunity to thank you for your interest in this post.