Further particulars for the post of Deputy Housekeeping Supervisor

1 x fixed-term maternity cover (1 year)
Requirement

St John’s College wishes to appoint a Deputy Housekeeping Supervisor. This is a fixed-term position for one year to provide cover for a period of maternity leave.

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 largest of the University colleges and has some 530 undergraduate and 320 post-graduate students, and around 160 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 highly international community with approximately 15% of its undergraduates and 55% 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 advancement of education, religion, learning and research.

Department Aims: The Domestic Bursar’s aim is to provide cost effective, efficient and timely support services, well-motivated and trained staff and appropriate revenue generation in order to enable the College to fulfil its statutory and strategic aims.

Sub-Department Aims: Housekeeping – 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 conference delegates, by a well-motivated and trained team.

Principal Responsibilities and Duties

Job title: Deputy Housekeeping Supervisor

Department: Housekeeping

Responsible to: Senior Linen Room Supervisor

Job Purpose: To work alongside the Supervisor daily, deputising during their absence.

To train and monitor Bedmaking staff to maintain bedrooms, offices and public areas to the required standard, as part of an efficient and effective housekeeping service for members of the College, their guests and visitors.
Principal Responsibilities

To assist with the day to day management of the team, and deputise for the Supervisor the post holder will:

- Ensure Bedmakers are briefed and supplied with the correct equipment
- Using team rotas, review, and rearrange workloads to cover for absences/sickness/holidays
- Visiting rooms and outside properties to monitor the Bedmaker’s standard of cleaning using a checking sheet
- Planning and conducting training for team members who require further support
- Using a variety of packages for IT tasks, to respond to e-mail, use of the College’s data-base accommodation system (Kx) and inputting information onto Timenet for team clocking in and out.
- Manage the ordering of chemicals and linen
- Monitor stock levels and requirements with regular stock takes
- Documenting stock for control, and budgeting purposes
- Submit reports of security lapses, prolonged absence of occupants and damage to fixtures and fittings

Work alongside the Senior Linen Room Supervisor with the management of end of term cleans in College Rooms, Furnished Lets, and Group Hostels.

- Independently managing a team of Bedmakers to accomplish this work.
- Co-ordinate the demanding B&B/Conference change overs/services during vacation periods
- When required, attend the weekly Supervisors meeting, with the Line Manager.

In order to ensure the required standards with regard to Health and Safety are maintained, the postholder will:

- Be fully conversant with cleaning materials and their uses, in line with current COSHH/Health & Safety regulations
- Assist with Bedmaker inductions/training in the form of visual aids and the subsequent upkeep of these records, including all casual/seasonal staff
- The list includes the principal accountabilities of the role but is not exhaustive

On occasion, the post holder will cover other work areas as directed by the Supervisor for sickness, holidays and conference requirements:

- In addition other relevant duties may be specified by the Superintendent of Housekeeping from time to time

Resources Managed / Facts and Figures:

- Work alongside the Supervisor daily, and in their absence, be solely responsible for a team of 8-15 Bedmakers and 100 -180 College rooms and approx. 15 College Hostels
- Manage and control the ordering of chemicals, linen and hospitalities
Decision-making:

- Prioritising daily workloads in Term by co-ordinating staffing requirements, with other College Supervisors
- Alongside the Supervisor, manage and prioritise the cleaning of outside properties in conjunction with the Outside Property Administrator, during summer vacation,
- Prioritise tasks to meet the daily deadlines re arrival/departure of conference ad B&B guests
- Determine the number of staff required at weekends to provide the required service levels
- Manage and allocate linen requirements and hospitalities for guests

Person Specification

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

Qualifications, Knowledge and Experience:

- Supervisory experience is essential
- IT knowledge is essential
- Knowledge and experience is desirable for; COSHH, Health and Safety and use of cleaning materials and equipment
- In house training will be given for; Fire training and In house IT packages

Skills, Abilities and Competencies:

- The nature of the job will entail contact with Students/Fellows/visitors/work colleagues therefore an ability to communicate is necessary
- The ability to prioritise tasks
- The ability to demonstrate initiative, with organisational skills, and self motivation
- A flexible attitude towards varied tasks
- Ability to work to deadlines, particularly during busy conference periods

Terms and Conditions

Length of post: fixed-term, one year – maternity cover
Salary: The salary for the post will be between £22,096.82 – £22,703.96 p.a. (depending on experience) plus benefits
Hours of work: 36.25 per week
Location: The role is based in Cambridge.

Contractual benefits include:

- Membership of a Defined Contribution 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 is one month on either side.

Recruitment Process

Please include in your application:

• A completed application form;
• A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
• A full c.v.

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk
or by post to: HR Department, St John’s College, Cambridge, CB2 1TP

to arrive no later than 9.00 am on Friday 29 September 2023. Interviews will be flexible depending on suitable applicants.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.