



ST JOHN'S COLLEGE CAMBRIDGE

**Further particulars for the post of
Outside Properties Administrator**

(Internal Applicants Only)

Requirement

St John's College wishes to appoint an Outside Properties Administrator on a permanent basis.

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: Outside Properties Administrator

Department: Housekeeping

Responsible to: Superintendent of Housekeeping

Job Purpose: To manage College-owned Hostels and Furnished Let properties, ensuring they are maintained, cleaned and furnished to the required standard, in readiness for occupation.

Principal Responsibilities

In order to ensure the Hostel and Furnished Let properties are managed and maintained to the required standard, the post holder will:

- Visit all properties once per term ensuring a good standard of accommodation is being maintained.
- In conjunction with the Superintendent of Housekeeping/Accommodation and Bookings Manager and Head of College Buildings prepare, plan and maintain a rolling refurbishment program.

- To liaise with the Senior Linen Room Supervisors to ensure all hostels are cleaned at the appropriate time, for incoming Students and to manage the Gyp assigned to outside properties to ensure all Furnished Lets are equipped, cleaned and ready for occupation throughout the year.
- To manage a small summer Bedmaking Team, to assist with the main departure cleans and arrivals.
- Ensure Staff are briefed daily with the correct information and equipment needed.
- Provide worksheets, for cleaning using the College's data base booking system (Kx).
- Monitor standards of cleaning in the Furnished Let properties.
- Authorise work by outside contractors, ensuring they adhere to the relevant COSHH and Health & Safety regulations, and safety standards.
- Undertake training sessions with the Gyp and summer team, to ensure they are working to the required standards in the Furnished Let properties.
- Participate in end of term cleans alongside the Linen Room Supervisors/Gyps and Bedders ensuring deadlines are met, supervised and staffed accordingly.

In order to prepare management account information, the post holder will:

- Plan and budget for property refurbishment for inclusion in the yearly and 3 yearly budget projections, in liaison with the Superintendent of Housekeeping, Maintenance Department and Accommodation and Bookings Department.
- Monitor Hostel and Furnished Let expenditure to ensure effective cost control within the authorised budget.
- Liaise with the Superintendent of Housekeeping to prepare departmental management accounts, ensuring deadlines are met.

In order to ensure comprehensive record-keeping for Hostel and Furnished Let properties, the post holder will:

- Liaise with the Accommodation and Booking Department to maintain accommodation occupancy records, in order to provide accurate information for members of the department.
- 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 / Facts and Figures:

- The post holder manages approximately 60 College Hostel Properties (377 rooms), and 69 Furnished Let properties.

Decision-making:

- Prioritising daily workload to ensure deadlines are met.
- Expenditure on departmental items.
- Providing information (written and verbal) in response to queries from inside and outside the Department.
- In conjunction with the Public Buildings Facilities Manager, manage and prioritise daily workload for the Gyp team.
- Manage and prioritise end of tenancy cleans.
- Manage summer team for cleaning of Furnished Lets.

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:

- High level of general education to A-Level or equivalent.
- Minimum 5 years' experience in a supervisory/administrative post within a Housekeeping/Hospitality environment, including Customer Service.
- Typing/word processing and IT skills essential, including competency in the use of Microsoft Word, Excel and other in-house systems that may be in use or introduced.
- To be conversant with current Health & safety regulations.

Skills, Abilities and Competencies:

- To offer the highest standards of customer service, to be approachable, friendly, helpful and welcoming at all times.
- The ability to communicate in a friendly and efficient manner, paying attention to confidentiality at times is essential, as the post entails contact with Students/Fellows/visitors/work colleagues.
- The ability to work on own initiative, to demonstrate self-motivation.
- The ability to lead and motivate team members.
- A flexible approach to work and the ability to prioritise workloads to meet deadlines is essential.
- The ability to maintain effective working relationships with other College Departments.

Terms and Conditions

Length of post:	Permanent
Salary:	The salary for the post will be between £26,610.44 – £28,867.38 p.a. (depending on experience)
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 **12pm on Monday 3 April 2023**. Interviews are expected to be held on **Thursday 6 April 2023**.

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.