Further particulars for the post of Residential Buildings Manager
Requirement

St John’s College wishes to appoint a Residential Buildings Manager 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: Residential Buildings Manager

Department: Housekeeping

Responsible to: Superintendent of Housekeeping

Job Purpose: To manage the College’s residential buildings, which include Fellows Rooms, Student Rooms and the Master’s Lodge.

Manage budgetary furniture requirements for the Fellows and the Master’s Lodge, this includes room/house inventories and the administration of all Fellows moves.

Managing the Student staircase refurbishment strategy, Bedmaker Staff rotas, and in liaison with the Senior Linen Room Supervisors align working practices and documentation across all three areas, as well as manage team sickness and discipline.

Maintain good working relationships and effective liaison with associated managers, supervisors, students and Fellows of the College, in a professional manner with a can do attitude.
Motivate and develop direct reports to maintain high standards of cleanliness across the College, providing the highest level of customer satisfaction at all times.

Maintain good working relationships and effective liaison with fellow managers, supervisors, students and fellows of the College, in a professional manner with a positive “can do” attitude.

**Principal Responsibilities**

The post holder will be responsible for the following direct reports; 3 x Senior Linen Room Supervisors and Master’s Lodge Housekeeper, and will be required to:

- Manage and support the three Senior Linen Room Supervisors to enable them to carry out their work, with alignment across the three areas. To ensure all systems and processes are aligned and in place, for continuity of service levels, planning and training, and to ensure they are briefed and supported to enable them to carry out their duties. To include weekly team meetings, and annual Staff Development Reviews, ensuring the relevant paperwork is completed for the Superintendent of Housekeeping to submit to HR.

- To be fully aware of, and implement the College’s HR policies and procedures, in liaison with the Superintendent of Housekeeping and if necessary the HR team.

- Approve and record team annual leave. Report and manage sickness absences.

- Ensure all direct reports are briefed and supported to enable them to carry out their respective duties, and the workload is distributed to meet the needs of the College daily business.

- Ensure the Lodge is managed in a professional manner, and ready to welcome visitors at all times, and make regular inspections to ensure the standards are maintained.

- Be fully aware of daily workload, and plan for sickness/absence/holidays and weekend working.

- To be the main point of contact in the department for the Kx database, passing on updates and training to the wider Housekeeping team as required.

- To manage and be the main contact for Timenet, the department time keeping system.

- In liaison with the Accommodation and Bookings Team to ensure the “Summer Bedroom Plan” is up to date, to allow bedrooms to be booked efficiently by A&B Team.

- To identify Staff training needs in conjunction with Superintendent of Housekeeping.

- Participate in end of term cleans alongside the Linen Room Supervisors and Bedmakers ensuring deadlines are met, supervised and staffed accordingly.
Coordination of Linen Rooms:

- To work with the Senior Linen Room Supervisors to ensure all working practise and documentation is aligned across all areas, including the use of Timenet and Kx.

- To manage team sickness/absenteeism, ensuring it is accompanied with the correct documentation in line with College terms and regulations, and be fully aware of, and implement the College’s staff policies and procedures, in liaison with the Superintendent of Housekeeping.

In order to ensure correct records are maintained, the post holder will:

- Undertake all inventories in Fellows rooms and the Master’s Lodge. Maintain accurate records of requirements, and updates needed for furniture and soft furnishings, budgeting accordingly.

- To monitor and keep records of Linen Room chemicals stores, and linen requirements, to ensure correct stocks are in place for the long vacation, in liaison with the Department Administrator.

- To plan strategically, in liaison with the Maintenance Department, Superintendent of Housekeeping and Housekeeping Supervisory team, the work required for updating and maintaining Student staircase furniture, and soft furnishings inside the College, Fellows Rooms and the Master’s Lodge.

In order to assist with the preparation of the annual/3 yearly forward planning departmental budgets, the post holder will:

- Plan and prepare budgetary needs for work to be carried out, for inclusion in the yearly, and 3 yearly budget projections.

- Check and verify data for inclusion in the furniture budgets.

- This list includes the principle 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 Master’s Lodge Housekeeper and budgetary requirements for the upkeep and improvements of furniture and soft furnishings for Fellows rooms, Student staircases and the Master’s Lodge. Approximate figures of £50K - £100K.

- Additional cleaning areas may be added to the responsibility of this post should cleaning duties be redistributed in the future.
Decision-making:

- Prioritising daily workload to ensure deadlines are met.
- Management of Staff for termly/vacation needs.

**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:**

- General education to A-Level and/or equivalent/qualification in Hospitality Management.
- Experience in an on-the-job Housekeeping Management/Supervisory role.

**Skills, Abilities and Competencies:**

- Typing/word processing and IT skills are essential, including competency in the use of Microsoft Word, Outlook and Excel. The ability to learn systems to include Kinetics Solutions, and other in-house systems that may be in use, or introduced.
- Strong people management skills and excellent communicator, with the ability to lead, delegate and direct.
- The ability to demonstrate initiative with good organisational skills and a self-motivated, “can do”, flexible attitude.

**Terms and Conditions**

**Length of post:** Permanent
**Salary:** The salary for this post will be between £29,589.28 - £32,981.04 p.a. (depending on experience)
**Hours of work:** 36.25 per week – full-time
**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) pro rata for those not working a 5-day week
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

Applications should be sent to arrive no later than 12 noon on Monday 21 February 2022. Interviews are expected to take place week commencing 28 February 2022.

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.