Further particulars for the post of
Deputy Linen Room Supervisor
Requirement

St John’s College wishes to appoint a Deputy Linen Room Supervisor to join the College’s Housekeeping Department. As well as deputising for the Supervisor in their absence, the postholder will be responsible for providing cover for bedmaking staff which will involve cleaning and maintaining bedrooms, offices and public areas.

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: 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: Deputy Linen Room Supervisor

Department: Housekeeping

Responsible to: Senior Linen Room Supervisor

Job Purpose: To assist with the day to day management of the Linen Room team, and deputise for the Senior Linen Room Supervisor in their absence.

Principal Responsibilities

a) To assist and deputise for the Senior Linen Room Supervisor the postholder will:
   i. Ensure Bedmakers are briefed and supplied with the correct equipment
   ii. Plan cover for absences/sickness/holidays
   iii. Monitor the Bedmakers standard of cleaning
   iv. Undertake basic IT tasks, including e-mail and use of the College’s data-base accommodation system (Kx)
   v. Manage linen stock, record ‘issue/returns’ and shortages
vi. Submit reports of security lapses, prolonged absence of occupants and damage to fixtures and fittings

c) In order to ensure the general maintenance and upkeep of the rooms both inside and outside of the College, the postholder will:

i. Report any maintenance requirements to the Senior Linen Room Supervisor
ii. Report items left in rooms by occupants to the Senior Linen Room Supervisor

d) The postholder will cover Bedmaking Staff work areas as directed by the Senior Linen Room Supervisor, for sickness, holidays and conference requirements

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:

- In the absence of the Supervisor, responsibility for a team of 8-15 Bedmakers and 100-180 rooms in College and approx. 20 outside College owned properties.
- Responsible for all section and master keys whilst at work.

Decision-making

- What actions to take for the following:
  - Students having regular guests to stay for short periods
  - Student absent from their rooms for longer than one day
  - Conference delegates unscheduled arriving/departing of rooms

When deputising:

- Prioritising daily workloads in Term by co-ordinating staffing requirements with the other Senior Linen Room Supervisors
- During conference periods, prioritising tasks to meet the daily deadlines re arrival/departure of conferences, ensuring all rooms are checked
- Determine the number of staff required at weekends to provide the required service levels

This list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be assigned.

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:

- Previous cleaning experience would be an advantage
- Previous supervisory experience would be an advantage but training will be given
- Basic knowledge of IT 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
  - Fire training
  - Health & safety issues

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
- Ability to work to deadlines, particularly during busy conference periods
- Attention to detail
- Self-motivation and a flexible attitude towards the varied tasks
- The ability to be consistent, fair but firm and open with integrity when managing staff, paying attention to confidentiality when necessary
- The ability to maintain effective close working relationships with staff in other College Departments
- Good personal hygiene and smart appearance

Terms and Conditions

Length of post: Permanent
Salary: £17,279.09 - £18,242.88 p.a. (depending on experience, plus benefits.)
Hours of work: 36.25 hours per week
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 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 **Monday 4 November 2019**. Interviews are expected to take place week commencing 11 November 2019.

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.