



ST JOHN'S COLLEGE CAMBRIDGE

**Further particulars for the post of
Master's Lodge Housekeeper**

Requirement

St John's College wishes to appoint a Master's Lodge Housekeeper 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.

Principal Responsibilities and Duties

Job title: Master's Lodge Housekeeper

Department: Housekeeping

Responsible to: Deputy Superintendent of Housekeeping

Job Purpose: To deliver a friendly, efficient and effective housekeeping service for the Master's family, her guests and College visitors, personally maintaining a high standard of cleaning in the Lodge. The role-holder may be required to welcome and provide hospitality support to visitors and, through pride and performance in the role, will play an essential part in setting the whole experience of the Master's Lodge for visitors. After an initial training period, the post-holder is expected to use their own initiative and organisational skills to anticipate the jobs that will need to be carried out and when, to ensure the Lodge is 'visitor ready' at all times.

Principal Responsibilities

A) To maintain family and guest rooms to the required standard, the post-holder will work to a schedule that includes the following:

- Work to a cleaning plan to cover all general duties given the size of the house. This includes:
 - Changing bedding, cleaning all kitchen appliances, laundering and ironing household items as required;
 - Periodic cleaning of silver, brass, curtains and waxing of furniture;

- Preparing and servicing the guest rooms, when required;
- Placing orders for external suppliers (household chemicals, florist requirements, external laundry requirements etc.).

B) To maintain public rooms and offices to the required standard, the post-holder will:

- Determine the daily workload, consulting the Lodge diary for events;
- Set up meeting rooms for functions as required;
- Welcome visitors to the Master's Lodge, greet and seat them, offer refreshments if required.

C) To ensure the general maintenance and upkeep of the Lodge is maintained, the post-holder will:

- Report any maintenance faults/ damage to the Maintenance Department;
- Maintain stock of bed linen, cleaning materials and equipment;
- Identify and arrange with the Housekeeping Office when additional cleaning support or external contractors are required.

D) To ensure effective communication is maintained, the post-holder will:

- Undertake basic IT tasks, including e-mail, in order to communicate with other departments;
- Take and relay messages both in person and via mobile phone/ email;
- Meet weekly with the Deputy Superintendent of Housekeeping;

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

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/ supervisory experience is highly desirable;
- In-house training will also be given in respect of the following:
 - Correct use of cleaning materials and equipment
 - Fire training
 - Health and Safety
- Basic knowledge of IT is an advantage, but training will be given

Skills, Abilities and Competencies:

- To be proactive with the ability to use own initiative;
- Hard working and taking pride in the work;
- Eye for detail and high standards;
- Can do attitude;

- Discretion maintenance of confidentiality;
- Ability to work across a varied workload, with limited supervision;
- Self-motivated and the ability to identify and complete required tasks, without direct supervision;
- Excellent communication and organisations skills are essential;
- The nature of the job will entail contact with a wide spectrum of people, therefore an ability to communicate in an effective manner is required;
- Must be comfortable around dogs.

Terms and Conditions

Length of post:	Permanent
Salary:	The salary for the post will be between £13,450.01 - £13,819.66 p.a. (depending on experience)
Hours of work:	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)
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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 **Monday 26 April 2021**. Interviews are expected to take place week commencing 3 May 2021.

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.