



ST JOHN'S COLLEGE  
UNIVERSITY OF CAMBRIDGE

## Further Particulars for the post of Head of Housekeeping

March 2024





## Letter from the Hiring Manager

Thank you for your interest in the role of Head of Housekeeping.

As Domestic Bursar for St John's College I am responsible for the day to day running of the college estate. Our primary purpose is education, and my department oversees the provision of everything that's needed to create the best possible environment for teaching, learning and research – from catering to security, IT to maintenance, and gardening to the construction of new student accommodation.



Housekeeping is an essential part of the service we provide, and our guests include students, alumni, Fellows and conference attendees. If you are new to the world of higher education or the University of Cambridge and its colleges I hope this document will give you a sense of what it's like to work here.

I'm looking for someone who can interact with a really wide range of people, enjoys problem-solving, and will relish the challenge of integrating technology into our housekeeping activities. You'll have the ability to shape our housekeeping team and will be part of our supportive and collaborative operational leadership group.

Best wishes,

Alison Cox

## About the College

St. John's College is one of the largest of the University of Cambridge's 31 colleges. Colleges are where students live, eat and socialise, and receive small group teaching sessions. St John's has about 900 students, 160 Fellows (that is, resident academics who teach and research), and about 250 staff.

The buildings and grounds of St John's are a magnificent environment in which to work, but it is the people of St John's who give the place its unique identity. Diversity, independence and intellectual excellence make it a dynamic place in which people can thrive. Read more about St John's on the College's website: [www.joh.cam.ac.uk](http://www.joh.cam.ac.uk).

## Background

We are looking to recruit an enthusiastic Head of Housekeeping to manage, motivate, and develop the Housekeeping Department and who will be customer focused by consistently delivering the highest level of customer satisfaction with an informed, friendly, and effective approach.

The ideal candidate will be a passionate and experienced professional with a commitment to delivering excellent service to internal and external customers. As the Head of Department, you will have proven operational experience and demonstrable people-management experience in a similar environment.

You will have excellent communication and interpersonal skills, a highly collaborative mindset and clear decision-making skills to enable prioritisation of daily workloads in a fast-changing environment.

Most importantly you will look forward to leading a proud, professional and enthusiastic team who enjoy what they do for a living.



## The Housekeeping Department

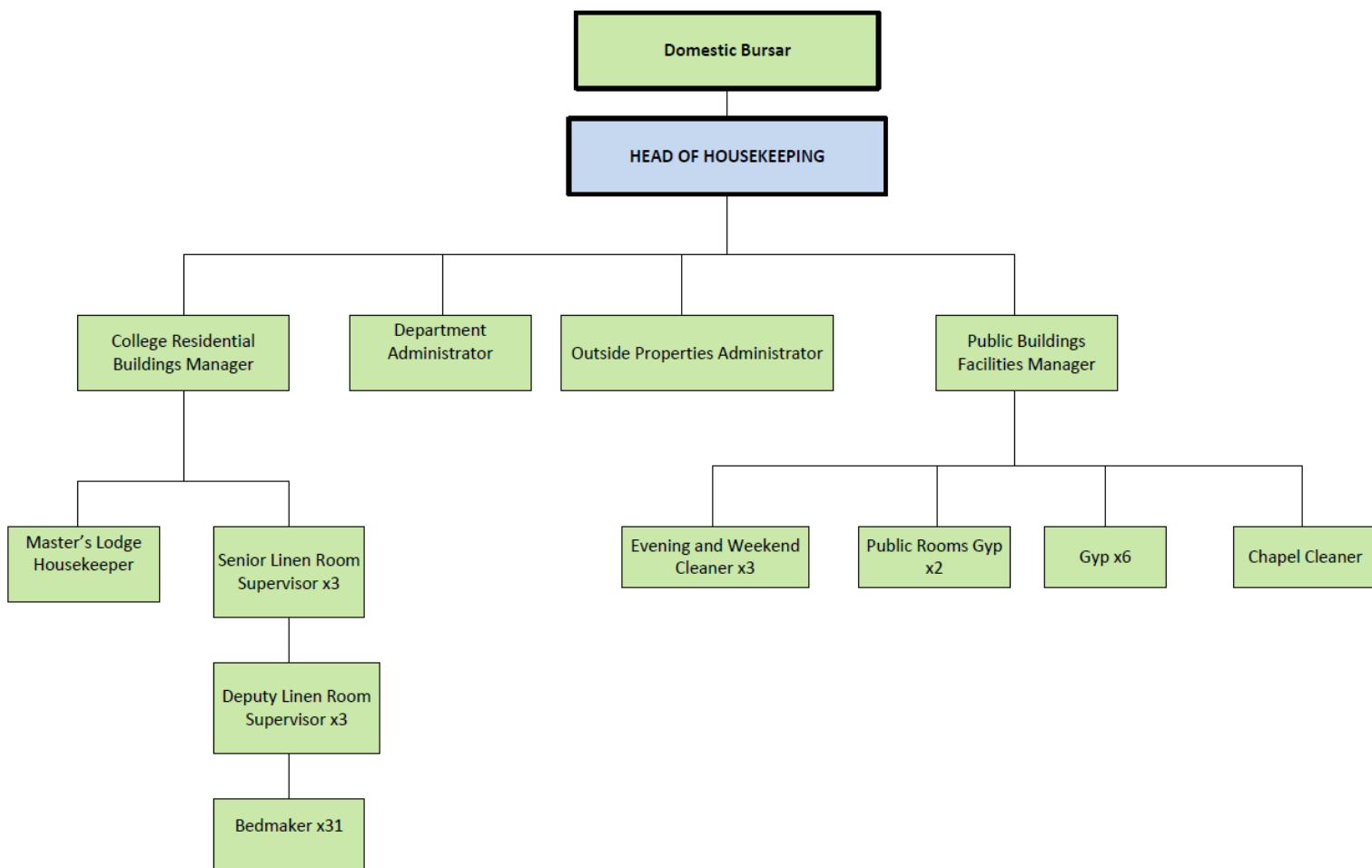
The primary aim of the Housekeeping department is to prepare and clean College rooms and furnishings. To provide general cleaning support within the College in order to deliver efficient and effective housekeeping services to College members, their guests and conference delegates, by a well-motivated and trained team.

The Housekeeping department is comprised of the following:

The **Public Buildings** team is responsible for managing the upkeep of the Colleges Public Buildings, including small and large group teaching spaces, lecture theatres, meeting rooms, offices, café, bar and buttery dining room, guest accommodation and specialist areas such as the Chapel.

The **Residential Buildings** team is responsible for managing the College's residential buildings, which include Fellows Rooms, Student Rooms and the Master's Lodge.

## Housekeeping Department Organisational Chart



## Job Purpose

To manage the College's Housekeeping department, responsible for the cleaning and preparation of all parts of the college.

## Principal Responsibilities

Accountable for the cleaning and preparation for use of all College rooms (on and off the main site) including bedrooms, offices, public areas and private studies, comprising 1500 rooms over 135 buildings

- Undertake a review of the current arrangements and make recommendations for improvements, including cleaning frequency and the use of contract cleaning services.
- Manage the day to day cleanliness of all areas.
- Undertake deep cleans as appropriate.
- Oversee the set-up of public rooms for various types of event: lectures, recitals, screenings, meetings etc.
- Manage storage areas.
- Identify and prioritise daily workloads to ensure deadlines are met.

Deliver excellent service to internal and external customers: students, academic and administrative staff, visitors and short and long-term guests of the college

- Establish a strong service-oriented culture.
- Develop key performance indicators for the department.
- Ensure that the Department delivers an effective, efficient and economic service.

Manage the staffing of the department (55 people) including recruitment, development and line management

- Lead the Housekeeping Department, managing, mentoring and motivating the team.
- Undertake Staff Development Reviews, ensuring staff have measurable objectives in place.
- Develop professional service standards, encouraging the application of best practice and ensuring that staff are contributing to high quality service delivery.
- Ensure that the Department procedures are properly documented.

Prepare and manage the departmental budget c.£1.8m

- Forecast spending on staffing, non-staff costs, capital and non-capital expenditure as part of the annual budgeting process.
- Collate requests for furnishings from other departments; prioritise and manage provision of furniture accordingly.
- Manage departmental spending against the budget on an ongoing basis

Keep the college at the forefront of operational excellence, including through the adoption of technology

- Oversee the comprehensive integration and proficient use of Kinetic in managing housekeeping operations
- Champion the use of business systems to improve ways of working

Collaborate closely with other departments, in particular Catering, Accommodation, Maintenance and Porters (security)

- Respond to the needs of refurbishment and new build projects including decant and re-occupation
- Liaise closely regarding out-of-term activities, especially the summer vacation period when College hosts conferences, summer schools, bed & breakfast guests whilst also undertaking maintenance projects
- Work with the College Nurse and Senior Tutor's department on matters of student welfare

Oversee procurement relevant to the department, and manage suppliers

- Define scopes of service and specifications
- Undertake tender processes in accordance with College policy
- Monitor and review supplier performance

Accountable for health, safety and wellbeing (HSW) of the housekeeping team

- Ensure activities have been risk assessed and method statements are in place for safe working, including key risk areas such as COSHH and manual handling
- Take a proactive approach to continuous improvement in HSW, following the principle of Plan, Do, Check, Act
- Collate data and provide reports on HSW, including root cause of incidents

The list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be specified by the Domestic Bursar.



## 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.

	Essential	Desirable
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> <li>• Proven operational experience in a similar environment, setting a culture of excellent customer service and delivering consistently</li> <li>• Demonstrable people-management experience in a similar environment</li> <li>• Demonstrable success in managing technology solutions within a house-keeping or accommodation service context</li> <li>• Sound knowledge and hands-on experience with Kinetic software, including one or more of modules KxResidential, KxConferencing, KxConfiguration. Ability to extract and analyse data to inform strategic decisions</li> <li>• Current knowledge of relevant health &amp; safety legislation and its practical application in a housekeeping context</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of governance and decision making in a similar environment to the College is desirable</li> </ul>
Skills, Abilities and Competencies	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Proactive approach and commitment to own professional development, and to the application of technology in service management</li> <li>• Ability to guide staff in the effective utilisation of Kinetic and other relevant technologies</li> <li>• Clear decision-making and prioritisation of daily workloads in a fast-changing environment</li> <li>• Highly collaborative mindset</li> <li>• Able to work proactively and independently</li> <li>• Strong analytical and problem-solving skills</li> <li>• Confident to make decisions within agreed levels of authority whilst exercising judgement over when it is important to consult or refer</li> </ul>	

## Terms & Conditions

Post:	Head of Housekeeping
Length of post:	Permanent
Hours of work:	36.25 hours per week
Salary:	The salary for the post will be between £49,601.59 — £55,827.08 p.a. (depending on experience)
Location:	The roles are based at St John's College 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
- Access to BUPA after a qualifying period
- Free car parking close to the College (subject to availability)
- Free use of an on-site Gym
- Free life cover

Read more about the benefits of working at [St John's](#).

The appointment will be subject to an initial probationary period of nine months during which the position may be terminated by one month's notice on either side. Following the successful completion of the probationary period, the period of notice is three months on either side.





## Recruitment Process

The deadline to apply is **9.00 am** on **Tuesday 2 April 2024**. Interviews are expected to be held during the week commencing **8 April 2024**.

Please include in your application:

- A fully completed application form
- A covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you
- Details of two referees, one of whom should have detailed knowledge of your ability in regards to the requirement of the role
- A full and up to date c.v.

Applications should be sent:

by email to: [recruitment@joh.cam.ac.uk](mailto:recruitment@joh.cam.ac.uk)

or by post to: HR Department, St John's College, Cambridge, CB2 1TP

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.

**Housekeeping Department**  
**St John's College**  
**Cambridge CB2 1TP**  
**United Kingdom**

Registered charity number 1137428



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