Further Particulars for the post of Residential Buildings Administrator

August 2024
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

St John’s College, one of the largest Colleges within the University of Cambridge, is seeking to appoint a Residential Buildings Administrator to help manage the College’s residential buildings, which include Fellows Rooms, Student Rooms and the Masters Lodge. This is an exciting opportunity for a dynamic individual to implement and develop a newly created role.

The post holder will create and maintain good working relationships and effective liaison with associated managers, supervisors, students and Fellows of the College, in a professional manner with a positive “can do” attitude.
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 residential buildings to include Fellows Rooms, Student Rooms and the Masters Lodge.

To manage budgetary requirements for furniture for Fellows and the Masters Lodge, to include room/house inventories, and the administration of all Fellows moves. To manage 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 and manage team sickness and discipline.

To maintain good working relationships and effective liaison with fellow managers, supervisors, students and fellows of the College, in a professional manner with a can-do attitude.

To liaise with the Senior Linen Room Supervisors to ensure high standards of cleanliness across the College are maintained, providing the highest level of customer satisfaction at all times.

Principal Responsibilities
• 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 College 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 summer team, to ensure they are working to the required standards in the Residential properties.

• 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.

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

**Coordination of Linen Rooms:**

**In order to ensure correct records are maintained, the post holder will:**
Undertake all inventories in Fellows rooms and the Masters Lodge. Maintain accurate records of requirements, and updates needed for furniture and soft furnishings, budgeting accordingly.

To plan strategically, in liaison with the Maintenance Department, Head 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 Masters Lodge. Plan and prepare budgetary needs for this work to be carried out, for inclusion in the yearly, and 3 yearly budget projections.

**In order to assist with the preparation of the annual/3 yearly forward planning departmental budgets, the post holder will:**
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 Head of Housekeeping from time to time.

**Resources Managed/Facts and Figures:**
The Masters Lodge Housekeeper and budgetary requirements for the upkeep and improvements of furniture and soft furnishings for Fellows rooms, Student staircases and the Masters Lodge. Approximate figures of £50K - £100K.
## 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.

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<tr>
<th>Qualifications, Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>• Typing/word processing and IT skills are essential, including competency in the use of Microsoft Word, Outlook and Excel.</td>
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<td>• The ability to learn systems to include Kinetics Solutions, and other in-house systems that may be in use, or introduced.</td>
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<td>• High level of general education to A level or equivalent</td>
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<table>
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<tr>
<th>Skills, Abilities and Competencies</th>
<th>Essential</th>
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<td>• To be conversant with current Health &amp; safety regulations</td>
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<td>• To offer the highest standards of customer service, to be approachable, friendly, helpful, and welcoming at all times</td>
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<td>• 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</td>
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<td>• The ability to work on own initiative, to demonstrate self-motivation &amp; be able to lead and motivate team members with a “can do attitude.”</td>
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<td>• A flexible approach to work and the ability to prioritise workloads to meet deadlines is essential</td>
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<td>• The ability to maintain effective working relationships with other College Departments</td>
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Terms & Conditions

Post: Residential Buildings Administrator
Length of post: 13 months FTC
Hours of work: up to 30 hours (flexible)
Working pattern: Flexible
Salary: Between £29,335—£31,823 pro rata (depending on experience)
Location: The role is based 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) 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

Read more about the benefits of working at St John’s.

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 months on either side.
Recruitment Process

The deadline to apply is 9.00 am on 26 August 2024. Interviews are expected to be held during the week commencing 2 September 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
- A full and up to date 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

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. Further information is available on the College website (https://www.joh.cam.ac.uk/data-protection)

Housekeeping Department
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