HEAD OF HOUSEKEEPING

FURTHER PARTICULARS

St Peter’s College

St Peter’s is a dynamic and informal college in the University of Oxford founded in 1929 and receiving full collegiate status in 1961. With around 500 current students and 50 Fellows it has built a reputation for outstanding teaching and research – in a friendly atmosphere. The College is in the heart of the city centre and is determined to provide the best possible facilities, academics and support for students.

Purpose of the Role

Lead the Housekeeping team in order to deliver and maintain high standards of cleanliness and services across the College and its annexes. The Head of Housekeeping is responsible for managing, motivating and developing the Housekeeping team of scouts and will be consistently delivering the highest level of student, employee and conference attendee satisfaction with an informed, friendly and effective approach.

Responsibilities

This post has a key role to play in the broader Accommodation, Commercial and Events function, optimising efficiency through excellent cross team communication and ensuring an efficient service in relation to all aspects of College accommodation. The post holder will work closely with the Accommodation and Commercial and Events Managers to offer a professional service to students, fellows, colleagues, guests and visitors.

The Head of Housekeeping will lead, train and motivate the College Scouts in their contribution to the College’s provision of a clean, healthy and safe environment for work and study. The post holder will deputise for the Accommodation Manager.

Housekeeping and Team Management

- Daily inspections of College buildings’ interiors to ensure hygiene and cleanliness
- Manage the Housekeeping team, arrange cover and leave, performance management
- Ensure that good time keeping and attendance is kept by all Scouts and to maintain records
- Managing absences, carrying out 1:1 meetings and arranging staff training
- Plan cover for cleaning and allocate workloads to staff in a fair and transparent manner
- Identify and implement improvements to the Housekeeping function
- Complete termly room inventories and liaise with the Buildings Maintenance Manager
- Liaise with the Buildings Maintenance Manager to schedule required works
  - e.g. redecoration of rooms, communal areas, floor cleaning
- Be responsible for the issue, stock and control of linen, purchase in line with budget
- Train and develop members of the team in all areas related to the Housekeeping function in order to motivate the team to achieve the College’s cleanliness standard
- Work with the Accommodation Manager to achieve quality monitoring, ensure best practices are adopted and support the ongoing improvement of the housekeeping function

**Customer Facing**
- Represent the College to students, staff, fellows, visitors and guests
- Represent College at the University Housekeepers’ Group
- Constructively manage Housekeeping problems or complaints
- Pro-actively seek feedback to facilitate improvement
- Liaise with the Dean, Junior Deans & Annexe wardens on student discipline & welfare issues
- Mediate any issues between Housekeeping and residents

**Health and Safety**
- Ensure safety documentation is updated and Housekeeping team apprised of and compliant with COSHH regulations
- Conduct system based risk assessments, ensuring they are up to date, compliant with legislation and are communicated fully to the Housekeeping team
- Efficiently issue, record and store equipment and materials

**Person Specification**
- Able to demonstrate the management and development of a Housekeeping function, working to ensure that the team is fully trained and motivated to achieve high standards
- Knowledge of domestic work requirements and routines
- Knowledge of COSHH regulations as they apply to domestic work
- Knowledge of basic Health and Safety guidelines
- Experience of prioritising both your own work and that of others within the team
- Excellent IT skills, in particular in the use of MS Office applications and the ability to train and develop
- Experience of working with, and developing the use of, databases and room management systems
- Proven ability to communicate professionally, both orally and in writing, with colleagues, customers and specialist contractors
- Experience of pro-actively working with colleagues in other customer facing Departments to ensure that the Housekeeping function contributes positively to Conference and Events
- Demonstrable ability to deal with customer service issues as they arise, successfully resolving face to face issues through the use of tact and diplomacy
Terms and Conditions

The post is to be filled as soon as possible. The appointment will be subject (i) to the provision of an original document which indicates your right to work in the UK, and (ii) the completion of an initial probationary period of six months, at any time during which either you or the College can terminate your employment with one week’s notice to the other. Subject to satisfactory review and confirmation of the post the notice period will be two months on either side.

Salary

Appointment will be on Grade 5 of the University’s salary scale for non-academic staff, in the range of £25,482.00 to £30,395.00 FTE per annum depending on experience. Salaries are reviewed annually in line with the pay award for other salaried administrative staff.

Hours of Work

31½ hours per week (0.9 FTE). Working hours will normally be 7.30 am – 3.00 pm Monday to Thursday and 7.30 am – 2.00 pm on Fridays. With a 1 hour unpaid break.

Pension: Contributory Pension Scheme.

Other Benefits: The College offers optional membership to the Health Care Scheme, Childcare Voucher Scheme and Travel Loan Scheme.

Meals: Free lunch is provided in College when on duty, when kitchens are open.

Annual Leave: The post holder will be entitled to 30 days paid leave plus 8 days Bank Holidays in each leave year.

Application Process

How to Apply: - This vacancy will remain open until a suitable applicant has been found.

Please download and complete the College Application form and send with a covering letter to: - Email: - human.resources@spc.ox.ac.uk

Applicants should ensure that they outline the reasons for their interest in this position in a covering letter and the qualities they feel would make them particularly suitable for this position. Applications will be judged solely based on how the applicant demonstrates that they meet the selection criteria outlined above.
Referees:

The application form will ask for the name of two referees, one of which should be your current or most recent employer. Your referees will not be contacted unless you are offered the position.

If candidates prefer to send their application by mail, it should be addressed to:

Graham Stowell
HR Manager
St Peter’s College
New Inn Hall Street
Oxford
OX1 2DL.

Data Protection

All data supplied by applicants will be used only for the purposes of determining their suitability for the post, and will be held in accordance with the principles of the Data Protection Act 1998 and the College’s Data Protection Policy and recruitment monitoring process.

St Peter’s is an equal opportunities employer.