**Domestic Services Supervisor**

**Further Particulars**

St Peter's is a dynamic and informal college that was founded in 1929 and received 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 occupies a great location in the heart of the city centre and is determined under the current Master, Mark Damazer CBE, former Controller of BBC Radio 4, to provide the best possible facilities, academics and support for students.

**Job Title:** Domestic Services Supervisor

**Reporting to:** Accommodation, Conference and Events Manager

**Location:** Oxford

**Purpose of the Role**

The Domestic Services Supervisor role is a part of the larger Accommodation, Conference and Events function. On a daily basis, the post holder is responsible for ensuring that the Housekeeping team operate a consistent, high standard cleaning service within College and for being the first point of contact to College visitors in relation to Housekeeping matters.

**Main responsibilities**

This post has a key role to play in the broader Accommodation, Conference and Events function, optimising efficiency through excellent cross team communication and ensuring an efficient joined up service in relation to all aspects of College accommodation. The post holder will work in close liaison with the Accommodation, Conference and Events function, in particular during conferences and events to offer a professional customer facing service to students, staff, guests, residents and visitors.

The Domestic Services Supervisor will lead, train and motivate the College Scouts in their contribution to the College’s provision of a healthy and safe working environment.

**Conference and Events**

- Deputise for the Accommodation and Events Manager, as required, at meetings and during periods of absence.

**Housekeeping Team and Team Management**

- Manage the Housekeeping team, including rotas, leave arrangements, performance management, managing sickness absence, carrying out 1:1 meetings and arranging staff training.
• Ensure that good time keeping and attendance is kept by all Scouts and to maintain relevant records.
• Plan rotas for cleaning and allocate workloads to staff in a fair and transparent manner.
• 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 required standard.
• Work in conjunction with the Senior Scout to achieve quality monitoring, ensure best practices are adopted and support the ongoing improvement of the housekeeping function.
• Work with other areas of the College to identify and implement improvements to the Housekeeping function.
• Complete room inventories each term and liaise with the Buildings Manager accordingly to any work that needs to be undertaken.
• Liaising with the Buildings Manager with regard to any scheduling of works that may be required e.g. redecoration of rooms, communal areas, floor cleaning.
• Take on overall responsibility for the issue, stock and control of linen.
• Purchase Linen and equipment as appropriate and with cost effective principles in mind.

Customer Facing

• Be the first point of contact (and face of the College) to all of the different constituents who make up the College ‘customers’, constructively managing problems or complaints, where these relate to Housekeeping issues.
• Pro-actively seek ‘customer’ feedback to facilitate service improvement.
• Liaise with the Dean, Junior Deans and Annexe wardens regarding student discipline and welfare issues.
• Mediate in any issues which may arise between Housekeeping and residential students.

Health and Safety

• Ensure all safety documentation is updated and that the Housekeeping team are fully aware of all COSHH regulations and those activities are compliant.
• Conduct system based risk assessments appropriate to the Housekeeping function, ensuring they are up to date, compliant with relevant legislation and are communicated fully to the Housekeeping team.
• Take on overall responsibility for the issue, stock control and correct storage of equipment and cleaning materials.

Person Specification – Knowledge, Skills and Experience

Essential

• Able to demonstrate the management and development of a Housekeeping function, delivering to a consistently high standard.
• Experience of successfully managing a team, working to ensure that the team is fully trained and motivated to achieve high standards.
• 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.
• 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 with tact and diplomacy.

Terms and Conditions

Appointment

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 three months.

Salary

Appointment will be on Grade 5 of the University’s salary scale for non-academic staff, in the range of £24,565.00 to £29,301 (fte) per annum depending on experience. Salaries are reviewed annually in line with the pay award for other salaried administrative staff.

Hours of Work

32 hours per week (0.8 fte). Working hours will normally be 8.00 am – 3.00 pm Monday to Thursday and 8.00 am – 2.30 pm on Fridays (with a 30-minute unpaid break). Some flexibility may be available regarding working hours for the right candidate.

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.

Notice: During the initial 3 months’ probationary period, notice will be one week on either side. Subject to satisfactory review and confirmation of the post the notice period will be two month’s on either side.

Application Process

How to Apply:

Please download and complete the College Application form and send with a covering letter to: -
Human Resources Manager
St Peter’s College
New Inn Hall Street
Oxford
OX1 2DL

Email: - human.resources@spc.ox.ac.uk

For any informal inquiries about the post, please contact Hilary Sudbury at hilary.sudbury@spc.ox.ac.uk
Applicants should ensure that they outline the reasons for their interest in this position and the qualities they feel would make them particularly suitable for this position in the personal statement. 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.

The closing date for applications will be **12.00 noon on Wednesday 6 September 2017**.

It is expected that interviews will be on **Thursday 14 September 2017**.

Recruitment Monitoring:

Applicants are asked to complete a recruitment monitoring form. All posts are subject to recruitment monitoring to ensure that the selection process is consistent with the law and with the College and University’s Equal Opportunity Policy and Code of Practice.

Monitoring forms will not be seen by any member of the Interview Panel.

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.

Equality of Opportunity

St Peter’s College is committed to providing equality of opportunity and avoiding unlawful discrimination. The policy and practice of the College requires that all staff are afforded equal opportunities within employment and that entry into employment with the College and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her sex, marital status, sexual orientation, racial group, age or disability.