**JOB AND PERSON DESCRIPTION**

**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Houskeeping Supervisor</th>
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<tr>
<td>Department:</td>
<td>Housekeeping</td>
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<td><strong>Job purpose:</strong></td>
<td>To supervise the Housekeeping team to ensure a high standard of cleanliness within the College buildings, including kitchens, bathrooms and communal areas in a safe organised environment. Represent the College Housekeeping department to students, residents, external service providers and other departments</td>
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| **Specific duties:** | - Supervise all housekeeping staff including janitors, and ensure all statutory and college-required training needs (eg. H&S, COSHH, Fire, Prevent) are met.  
- Oversee routine cleaning across all College properties including student accommodation, flats, communal areas etc. including carrying out some of the cleaning tasks as required. Provide training or mentoring where necessary.  
- Organize daily & weekly work rotas of staff to ensure a high standard of service is provided. Plan and adjust staffing to cover sickness, annual leave and weekend working. This may include carrying out some of the cleaning tasks as necessary.  
- Issue and check the return of keys to staff members.  
- Carry out weekly quality and hygiene checks across the estate to ensure a high standard of cleaning and good customer service is being delivered by the department.  
- Be the College point of contact for any housekeeping questions or problems, and liaise with students, working with the Maintenance and Accommodation departments to deliver satisfactory solutions.  
- As a Head of Department participate in Head of Department meetings to contribute to the smooth running of the college.  
- Be the College representative for dealing with external companies and contractors providing cleaning services or supplies. Supervise the service delivery of the contracts and make recommendations for changes.  
- Plan & manage the housekeeping budget with the College Accountant and the Second Bursar. This includes overseeing the purchasing of housekeeping supplies and bedding packs ensuring adequate supplies of stock and best value for money.  
- Maintain room and flat inventories, ensure regular checking (3x per year) and deliver up-to-date inventory check-lists for each room at the start of each new occupancy.  
- Manage the contract for the personal hygiene services, and the weekly laundry service provider, and ensure appropriate levels of supply are maintained at all times.  
- Ensure all housekeeping equipment is maintained satisfactorily including PAT testing.  
- Order and issue PPE and uniforms for the Housekeeping Department and others as required.  
- Ensure the Housekeeping team complies with Health and Safety requirements including COSHH and RIDDOR. Ensure all accidents are reported correctly.  
- Plan the annual leave of all team members to ensure that all leave is taken every year, and that sufficient cover is in place at all times for regular duties. |

Registered Charity Number 1141105
- Be responsible for absence and sickness reporting to HR, and ensure return to work duties are fulfilled
- Supervise behaviour and performance of team members, reporting any issues to the Second Bursar
- Recruit staff as required, working with the HR Manager to ensure compliance with the College’s recruitment policies and practices.
- Assist with and participate in the annual staff appraisals for the Housekeeping team.

Works with:  
- Cleaning Staff

Responsible for:  
- N/A

Responsible to:  
- Second Bursar

**PERSON SPECIFICATION**

| Experience: | Supervising staff  
|            | Cleaning in a commercial capacity |
| Skills:    | Knowledge of health and safety requirements as they relate to cleaning and housekeeping  
|           | Sufficient level of numeracy to manage a budget  
|           | Able to plan and organise the team’s work, including drawing up rotas, managing sickness and holiday, to ensure all housekeeping and cleaning duties are carried out  
|           | An understanding of good customer service and an ability to be flexible in order to achieve this  
|           | Able to work collaboratively with members of different departmental teams to achieve a high level of service |
| Special requirements: | Must be able to carry out basic housekeeping and cleaning duties eg lifting, climbing stairs.  
|                     | Able to work weekends on a rota system |

**REVIEW**

*These job and person descriptions are non-contractual*

Current incumbent:  
Reviewed by Head of Department: