



Selwyn College Cambridge

## Head Housekeeper

### Role

The effective and efficient management of the Housekeeping Department. Ensuring that the maintenance of College's buildings and external areas are to the highest possible standard of cleanliness and that they meet current health and safety regulations.

### Job description

The Head Housekeeper will report to the Operations Manager and lead a team to fulfil the College's objectives as they relate to the service environment in which it operates. This means both the delivery of service excellence and value for money on a day-to-day basis, and also developing and delivering the longer-term sustainable strategy for the Housekeeping Department. The post holder is a member of the Operations Team and works within it to maintain and enhance both the College environment to the highest standards with the resources available and its reputation and unique historical excellence is preserved.

### Key areas of responsibility

#### Staff management and development

- Manage the recruitment of permanent, casual and agency staff and their induction to College standards.
- Lead, manage and motivate a team of staff who are employed over a wide geographical area, including all planning, record keeping, training, attendance management, annual performance reviews and other performance management and staff conduct processes.
- Working closely with the Operations Manager, adapt and recommend adjustments to staffing levels to meet the needs of the operation whilst providing efficiency and value for money, preparing appropriate work rotas accordingly.
- Ensure staff follow safe working practices and that the required risk, manual handling and COSHH assessments are in place and adhered to.
- Support the Housekeeping Supervisors with quality assurance and general quality checks to ensure a consistent high standard
- Establish a visible inspection regime for all areas of College, ensuring compliance with highest standards and liaising with appropriate departments to implement corrective action. Maintain accurate records of all inspections.
- Ensure strong, effective working relationships are maintained with the Porters, Accommodation Officer, conferencing as well as all other College departments.

- Liaise with the Operations Team, take an active part in meetings and share information with peers, keeping them informed of all matters which may affect them, including customer feedback.

### **Building management**

- Using the rooms database, 'Mercury', to identify the College's daily and future housekeeping requirements, holding daily meetings with supervisors to allocate resources to ensure smooth operation and maximum efficiency.
- Liaise with the Conference & Events Manager, Accommodation Officer and Porters to ensure the smooth exchange of relevant information regarding rooms and the efficient delivery of serviced rooms for students, conference delegates and other guests.
- Establish, administer, record and maintain a regime for cleaning common and external areas to ensure they meet the highest standards eg:
  - Remove cobwebs, rubbish, leaves, recycling and cigarette butts.
  - Monitor cycle sheds, pathways, steps and clean when required.
  - Appoint contractors to clean external windows twice annually.
  - Monitor carpets and appoint contractors to clean as required.
  - Monitor the condition of stair nosings and vinyl flooring and arrange repairs/replacements as necessary.
  - Ensure the proper maintenance of all equipment; planning for repairs and/or replacements of used and damaged equipment.
- Organise waste management and recycling. Ensure waste is regularly collected from all College departments and send updated records to the Compliance Officer. These include wet waste, electrical items, green waste.

### **Procurement**

- Respond to all member requests concerning furniture requirements and Fellows' moves, ensuring all requests are dealt with promptly, politely and efficiently.
- Manage the furniture, furnishings and equipment budget and provide costings to the Finance Manager.
- Establish a programme for the replacement of old furniture and curtains.
- Liaise with the Stores Supervisor to ensure the cost effective procurement of:
  - Furniture, carpets and furnishings.
  - Cleaning materials and equipment.
  - Linen supplies and appropriate levels of stock.
- Liaise with the Head of Buildings & Maintenance and Operations Manager regarding all refurbishments and maintenance programs.

### **College Caretakers**

- Line manage the College Caretakers, delegate tasks and monitor their working practices.
- Liaise with the Porters and Head Gardener to organise staff to assist with snow and ice clearing, in accordance with the College's preventing slips and trips policy.

### **Health and safety**

- Ensure all College storage areas are tidy with items stored safely within HSE and COSHH compliance.

- Induct your appointed contractors ensuring that the correct procedures are followed and they are appropriately supervised.
- Report any maintenance, fire, health and safety issues as well as accidents or near misses and follow up these actions to completion.
- Complete annual reviews of health and safety assessments (COSHH, manual handling and general risk assessments) relating to your areas of responsibility. Ensure follow up actions are completed.

### Other

- Advise students organising the Snowball and May ball on housekeeping matters and assist with the inspection of the College site after each event.
- Manage the safe storage of overseas students' belongings during vacation periods.
- Provide an ad-hoc sewing/linen service to the Chapel and Choir and other areas as necessary.
- Undertake any other duties required by the Operations Manager within the scope of the post.

*These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.*

### Where you fit in the structure

