Job Description for – Deputy Housekeeper

LINE MANAGER – Housekeeper

RESPONSIBLE FOR – Supervisors and Bedmakers

BACKGROUND INFORMATION

This role will provide support and assistance to the Housekeeper with the day to day supervision of Bedmakers and Household Supervisors within the department, both on and off-site, whilst ensuring that the highest standard of cleanliness and hygiene is maintained at all times.

SKILLS REQUIRED

1. Attention to detail
2. Excellent organizational skills
3. Excellent communication skills both orally and written
4. Strong IT skills including a strong working knowledge of MS Word, Excel and Outlook
5. Experience working with a rooms booking database
6. Ability to work to tight timescales along with the ability to remain calm under pressure
7. Friendly and approachable with the ability to deal with personnel matters with tact and discretion whilst maintaining the upmost of confidentiality and professionalism at all times
8. Ability to motivate and work as part of a team

PRINCIPAL RESPONSIBILITIES

1. Assist the Housekeeper with the supervision of Bedmakers and Supervisors on a day to day basis so as to promote a high standard of cleanliness and hygiene at all times
2. In liaison with the Housekeeper, management of on-going issues i.e. performance and sickness
3. Quality control checks on a regular basis
4. Provide cover in the event of absence of the Housekeeper, including:
   • Recording absences
   • Completing return to work interviews
   • Attend domestic Heads of Department meetings
   • Liaising with other departments as necessary
5. Provide cover in the event of absence of Supervisors, including:
   • Direct day to day supervision of Bedmakers
EMMANUEL COLLEGE

- Induction training for new staff
- Cleanliness audit inspections
- Organisation of cover for Bedmakers in the event of their absence

6. Managing Chemical orders, distribution and stock taking
7. Liaising with chemical providers to provide training for staff regarding best practices
8. To maintain accurate records including quality audits, staff absence and holiday records
9. To support the Housekeeper with office administration processes
10. To undertake some staff Appraisals in conjunction with the Housekeeper
11. To work with and support the Housekeeper and Conference Manager during the conference periods to ensure that rooms prepared to the expected standard prior to occupation
12. To assist the Housekeeper as required
13. To undertake hands on cleaning functions as part of staff training
14. Review each month the monthly cleanliness audits with the Supervisors
15. Report any maintenance requirements on the Maintenance Database
16. Report immediately to the Housekeeper any welfare concerns of either staff or students
17. Observing at all times the COSHH Regulations, College Equal Opportunities Policy, Computer Acceptable Use Policy, the College Social Media Policy, the Health and Safety Policy and the College Policy on the application of GDPR. The contents of these policy documents are explained to staff during their induction to employment and copies are available on request from your Head of Department.
18. Any other duties and responsibilities consistent with the role of Household Supervisor as may be reasonably requested by the Housekeeper from time to time.

PERSON SPECIFICATION
- Experience leading, supporting and developing a small team
- Ability to motivate the household team
- Possess ability to work with a minimum of supervision
- Excellent communication skills at all levels both written and orally
- Ability to set and maintain high standards
- Enthusiastic work ethic
- Outgoing personality
- Demonstrate a clear understanding of Health and Safety Policies