Job Description for – Part-time Household Supervisor

LINE MANAGER – Housekeeper and the Deputy Housekeeper

BACKGROUND INFORMATION

The Household Department is responsible for the general cleaning across the entire College site including off-site accommodation and is responsible for cleaning a variety of areas including accommodation, study areas, guest houses and offices.

The role of Household Supervisor is an integral part of the Household department and key to the smooth and efficient running of the housekeeping services within the College to ensure that the highest standards are maintained at all times.

PRINCIPAL RESPONSIBILITIES

1. SUPERVISORY DUTIES

- Organise, oversee and manage staff within College and off-site at outside properties.
- Routine supervision of Bedmakers within the allocated area of work, including daily inspection of work areas to ensure that the required standard of work is maintained, paying particular attention to kitchens, bathrooms and toilets.
- Confidently conduct and record the individual monthly review meetings with each member of staff within their team; providing feedback and support to the staff to ensure that high standards are achieved and attained. This meeting will also provide the opportunity for the staff member to discuss any issues they may have relating to their job/role.
- In liaison with the Housekeeper, supporting staff with poor performance to improve the standards of work.
- Maintain a confidential record of each meeting referring to the Housekeeper where necessary any matters that require further investigation or management attention.
- Attend the monthly Supervisors meeting, chaired by the Housekeeper to review the work/performance of all staff of the household department.
- Check all residential rooms prior to their occupation by external customers such as conferences to ensure that the required level of cleanliness and good order has been maintained.
- Induct new staff within the team into the work/role of a bedmaker, ensuring that they understand the standard of work required and explaining all relevant, PPE, health & safety and administrative arrangements within the Household Department. (This will involve the training of members of staff in the recognised Health & Safety procedures such as the use of chemicals in the cleaning process etc.)
- Arranging cover during periods of staff absence to ensure that staff provide sufficient
EMMANUEL COLLEGE

- Provide cover for Bedmakers as necessary to include general cleaning duties as listed below.
- Have a working knowledge of the College Regulations as they apply to student accommodation.
- Reporting and repairs, excessively untidy rooms, damage or maintenance requirements via the maintenance log or directly to the Housekeeper, i.e. dripping taps, failed light bulbs, broken furniture.
- To supervise any other area of the College as and when required by the Housekeeper.
- Observe the College Health and Safety Policy, Equal Opportunities Policy, the Computer Acceptable Use Policy, the College Social Media Policy and the College Policy on the application of the General Data Protection Regulations, at all times.
- Any other duties and responsibilities which are compatible with the post of Household Supervisor which may from time to time be required.

General Bedmaker cleaning duties:

Carry out the routine cleaning of the areas allocated as necessary, maintaining the required standard of cleanliness.

This will include:

- Wiping down, dusting and polishing of all surfaces and furniture
- Sweeping, washing and vacuuming of floors and stairs
- Cleaning of toilets, cloakrooms and bathrooms, showers, mirrors
- Cleaning and polishing of brass fittings
- Cleaning of corridors and external steps etc., as necessary
- Cleaning cookers, fridges, microwaves, combi ovens, grill pans
- Emptying rubbish
- Washing down of paintwork
- Cleaning of Gyp Rooms
- Changing bed linen
- Collection and removal of rubbish

All staff are required to provide cover for each other in the event of holiday or absence through illness.
## PERSONAL SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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|                | • First Aid Training  
|                | • GCSE Grade or above in English or equivalent | |

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<tr>
<th>Skills &amp; knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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|                     | • Good IT skills including Word, Excel and Outlook.  
|                     | • Basic administrative skills.  
|                     | • Excellent organisational skills  
|                     | • Excellent understanding of cleaning practices  
|                     | • Excellent Team leader  
|                     | • Positive can-do attitude | |

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<th>Relevant Experience</th>
<th>Essential</th>
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<td>• Experience within a supervisory role within hospitality or similar environment</td>
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<th>Personal attributes</th>
<th>Essential</th>
<th>Desirable</th>
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|                     | • Excellent communication skills.  
|                     | • Ability to give constructive feedback and motivate staff.  
|                     | • Excellent organisational skills and attention to detail.  
|                     | • Ability to work flexibly and with a minimum of supervision.  
|                     | • Flexible approach to work and adaptive to change and variety.  
|                     | • Ability to work independently and as part of a team.  
|                     | • Ability to use own initiative and develop/improve working practices.  
|                     | • Ability to remain calm and professional at all times. | |

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<th>Special Conditions (e.g. must hold driving licence/able to work weekends)</th>
<th>Essential</th>
<th>Desirable</th>
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<td>May be required to work during the weekend particularly during the busy conference period.</td>
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<th>Membership of a professional body</th>
<th>Essential</th>
<th>Desirable</th>
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<th>Other requirements</th>
<th>Essential</th>
<th>Desirable</th>
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<td>• Ability to maintain absolute confidentiality.</td>
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