JOB DESCRIPTION for the post of Household Services Team Leader (Full-time)

LINE MANAGER – Housekeeper and Household Service Manager

RESPONSIBLE FOR – Household Services Assistants

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.

PURPOSE OF THE JOB

The post holder is required to support the Household Services Manager leading and motivating a small group of staff whilst providing cleaning services within the Household Department. Predominantly the team is responsible for the overall cleanliness of the Public Areas of the College and delivering linen and cleaning products to off-site accommodation using the College Van. The team is also responsible for providing assistance more generally to the Household Department. It is essential that the Household Services Team Leader has a current, full, clean UK driving licence and is able to drive the College van i.e. Ford Transit. The role requires working 5 days a week with some weekend hours every third or fourth weekend for which an additional payment is made.

PRINCIPAL RESPONSIBILITIES

Under the guidance of the College Housekeeper and Household Services Manager using own initiative, to ensure timely completion of work and a variety of duties which include the following:

1. In liaison with the Household Services Manager to allocate tasks and assist the cleaning to ensure that the expected level of hygiene and cleanliness is maintained in the public areas of the College at all time, including:
   - The Queen’s Building toilets
   - South Court toilets – twice daily
   - Front Court toilets – twice daily
   - The Ante Room toilets - daily
   - South Court corridors
   - North Court Tunnel
   - Front Court and Chapel Cloisters and the Entrance to the College
   - All External Passageways, Lights, Ceilings etc.
   - E Staircase and Landing
   - Squash Court
2. Chapel cleaning duties as follows:

- Washing of marble floors
- Dusting & polishing wooden surfaces
- Washing candle holders
- Occasionally vacuuming the organ balcony area

3. To support and organise in the absence of Household Services Manager the routine cleaning of the College’s public areas and their furniture, toilets, paths, courtyards, lights and lanterns, etc., ensuring that they are maintained to a high level of cleanliness, including the glass in Front Court display cupboards.

4. Daily collection of rubbish around the College site, including: staircases, outside properties and litter bins. Sorting and compacting of rubbish in preparation for it being collected from the site. This will include some litter picking within the College site.

5. The routine cleaning, checking etc. of rain water guttering, outside gullies and drains etc., both on the main site and at all outside properties – weekly in the autumn. Clearing the leaves/guttering on the flat roof outside the Master’s Bedroom – each month.

6. Assist with the storage and movement of furniture together with the organisation of the College furniture stores.

7. Support with opening of student luggage stores, including booking in and out and maintaining appropriate records.

8. Assembling new furniture with the support of Maintenance Department if needed as and when required i.e. desks, tables.

9. Carry out in the absence of Household Services Manager vehicle maintenance checks such as oil, water and other fluid levels including tyre pressure. Report any issues with College van to Household Services Manager or Housekeeper.

10. Assist and report progress of office relocations for staff members and Fellows in College including furniture, books and equipment involved.

11. Assistance within the Household Department more generally, for example, with the collection and delivery of laundry and other cleaning materials, especially during Easter and Summer Conference periods. Drive the College van to deliver to the College outside properties as and when required.

12. On occasions, and on the direction of the Household Services Manager, to assist with the work of other domestic departments within the College, this includes, but is not limited to, assisting with the set up and cleaning of supervision and conference rooms with the events team. Moving of furniture, fridges and smaller electrical appliances.

13. Reporting of repairs, damage or maintenance requirements via the Maintenance and Household helpdesk system.
14. To show proper care and consideration at all times to equipment and furniture and to report to the Household Services Manager or Housekeeper: breakages, weaknesses and other problems that require attention (such as failed light bulbs).

15. In the absence of HH Services Manager liaising with the engineers and organising washing machine and tumble dryer repairs.

16. Any other duties and responsibilities relating to the Household Department that may be required from time to time by the Housekeeper.

**ADDITIONAL DUTIES**

a. The observance of recognised safety procedures, the College Health & Safety Policy, the Equal Opportunities Policy, the Computer Acceptable Use Policy and the Data Protection Policy, copies of which are available from your Head of Department.

b. Attend to any other duties and tasks which are compatible with the post of Household Services Supervisor that may arise on an occasional or emergency basis.
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<th>PERSONAL SPECIFICATION</th>
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| Skills & knowledge      | • Ability to use tact and discretion when dealing with confidential, sensitive matters  
                           • Excellent attention to detail and self-motivated  
                           • Ability to work to tight and competing deadlines both as part of a smaller team within Household Department and using own initiative  
                           • Good IT skills including, MS Word, Excel and Outlook. |
| Relevant Experience     | • Experienced, confident driver  
                           • Cleaning experience  
                           • Working in a Housekeeping environment  
                           • Experience of staff supervision and team leadership |
| Personal attributes     | • Ability to motivate staff.  
                           • Ability to promote & manage the resolution of differences between individuals.  
                           • Flexible approach to duties and ‘can do attitude’  
                           • Ability to work as part of a team  
                           • Methodical approach |
| Special Conditions      | • Full Driving License  
                           • Working one in ¾ weekends according to a rota (normally mornings only) |