Job Description for – Housekeeper

LINE MANAGER – Bursar

RESPONSIBLE FOR – All Housekeeping and Household Services Staff

BACKGROUND INFORMATION

The Housekeeper, supported by the Deputy Housekeeper and the Household Services Manager, is responsible for the leadership and day-to-day organisation of the Household Department, which includes nearly 50 staff.

The Housekeeper and their team are central to the smooth running of the College. In particular, the Housekeeper has responsibility for ensuring an excellent standard of presentation and cleanliness throughout the College which includes student accommodation, guest rooms, resident Fellows’ sets, Fellows’ study spaces, staff offices, the student bar and entertainment spaces along with our on-site cafe and the library.

As well as the main College site, the department also looks after student accommodation at Barnwell and Blantyre, as well as several houses located off-site.

The Household department consists of Bedmaker/Supervisors, Housekeeper (Outside property), approximately 45 Bedmakers, Deputy Housekeeper, Household Services Manager, and any Household Services staff.

The College is a busy and friendly environment, and we welcome applications from all individuals, regardless of their background. The role of Housekeeper will have a Monday – Friday working week, but there may be times during the year, for example during conference time, when weekend work or a change in your normal working hours may be needed. The College also operates a flexi-time system which is available for the Housekeeper role.

A new Bursar has just been appointed at Emmanuel College and the Governing Body have asked her to do a review of the College’s financial and administrative processes in her first two years in post. The conclusions of that review may mean that the line management of this post changes – any changes will be made in full consultation with the successful applicant.

If you are considering applying and would like more details of the role, please contact the Bursar – Catherine Webb – on csw28@emma.cam.ac.uk.

SKILLS REQUIRED

- Ability to lead and motivate a large team.
- Attention to detail and a commitment to high standards.
EMMANUEL COLLEGE

- Ability to identify and deliver process improvements, including leading teams through change.
- Competent IT skills including Microsoft Office Word, Excel, and Outlook
- Ability to communicate at all levels both orally and in writing.
- Excellent organisational skills
- Experience of working with a room booking database.

PRINCIPAL RESPONSIBILITIES

Leadership and management of Staff

The Housekeeper leads a large team and is responsible for ensuring they are well motivated and adhere to high standards in everything they do. The day-to-day management and organisation of the Household team across the College and outside properties, includes:

1. Recruitment and selection of new staff
2. Ensure Health & Safety Regulations are always complied with.
3. Completing return to work interviews for periods of sickness absence
4. Household staff training, including providing induction training for all new staff.
5. Performance management of Household staff, including completion of annual appraisals and monitoring and liaison with HR over probationary periods
6. Oversee the organisation of the rota for weekend working to provide cleaning services to the College Guest Rooms

Administration

The Housekeeper is responsible for keeping up to date a range of different systems that are important for the day to day running of the college, including:

1. Updating the rooms booking database
2. Maintain computerised attendance records.
3. Maintain holiday and sickness absence records including notifying Payroll of any necessary adjustments.
4. Liaising with suppliers and ordering furniture and cleaning materials.
5. Online reporting of all maintenance issues.

Financial

The Housekeeper is responsible for ensuring the departmental budget is adhered to, in particular:

1. Advise the Bursar regarding financial information and objectives for the Household Department
2. Liaise with the College Accountant regarding the department’s annual budget.
3. Control and monitor systems within the department to ensure budgetary control.

General

June 2023
EMMANUEL COLLEGE

The Housekeeper is a key part of the College management team, and we are looking for someone who can build strong working relationships with a wide range of individuals across the College, including:

1. Liaise with the Senior Tutor and Porters regarding student welfare.
2. Liaise with the Porters Lodge regarding over-occupation of accommodation.
3. Liaising with the Porters Lodge regarding Guests Room bookings, student, and emergency accommodation
4. Dealing with any housekeeping queries from both students and resident Fellows
5. Liaising with the Accommodation Manager regarding accommodation of students and resident Fellows
6. Liaising with the Conference Manager over room allocation during conference periods
7. Liaising with the Tutorial Office regarding accommodation for candidates during the annual admissions period
8. Liaise with the Maintenance Department regarding maintenance and repairs.
9. Maintain an up-to-date record of all risk assessments.

ADDITIONAL DUTIES

a. Observe and adhere to all College Policies at all times.
b. Any other duties and responsibilities which are compatible with the post of Housekeeping Manager which may from time to time be required.

THE REWARDS

The College Terms and Conditions of Employment provide for:

- 25 days annual holiday for full-time positions (pro rata for part-time posts), in addition to statutory and bank holidays,
- Membership of a contributory pension scheme (employees’ contributions at the rate of 8% of gross pay), a salary sacrifice scheme is available for some schemes.
- College sick pay scheme that provides payment whilst staff are incapacitated due to ill health.
- The salary will be in the range £35,129 - £40,086, depending on experience, payable monthly.

Other benefits include:

- Meal is available at lunch time at College expense,
- Travel to work loan scheme,
- Car parking in central Cambridge,
- Access to the College Gym and swimming pool,
- Full-time position for a total of 36 hours 40 minutes per week, from 7am to 3.20pm Monday to Friday, although the demands of this post may involve working outside of and in addition to these hours.
- Various discount schemes are available from local traders.

June 2023
# Person Specification

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<th>Person Specification</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Experience</strong></td>
<td>Experience of staff management and team leadership.</td>
<td>Leading or supervising a large team - a minimum of 2 years’ experience.</td>
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<td>Working in a Housekeeping environment.</td>
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<td>Experience of using a rooms database.</td>
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<td><strong>Qualifications and Education</strong></td>
<td>A good general level of education</td>
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<td><strong>Skills &amp; Knowledge</strong></td>
<td>Competent IT skills including, MS Word, Excel, and Outlook.</td>
<td>Experience of identifying and delivering process improvements and associated change management.</td>
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<td>Ability to build strong working relationships with a wide range of individuals across the College.</td>
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<td>Ability to use tact and discretion when dealing with confidential, sensitive matters.</td>
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<td>Ability to communicate at all levels both orally and in writing.</td>
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<td>Strong organisational and administrative skills, and an excellent attention to detail.</td>
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<td>Ability to work to tight and competing deadlines, with strong problem solving skills.</td>
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<td><strong>Personal attributes</strong></td>
<td>Ability to motivate staff.</td>
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<td>Deals with enquiries in a professional and courteous manner.</td>
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<td>Ability to manage the resolution of differences between individuals.</td>
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<td>Flexible approach to duties.</td>
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## APPLICATION

Completed applications along with a covering letter should be marked Strictly Private and Confidential and sent via email to hr@emma.cam.ac.uk.

The closing date for receipt of applications is 5pm on Wednesday 28\textsuperscript{th} June 2023.

*Emmanuel College is an equal opportunities employer. We have a policy of equality of opportunity for all staff. Applications are welcome regardless of race, colour, ethnic or national origin, sex, marital status, disability, sexual orientation, religious beliefs or age.*