

**PETERHOUSE**

**Head Housekeeper**

**JOB DESCRIPTION**

**Job Title:** Head Housekeeper

**Responsible to:** Domestic Services Manager, Senior Bursar, relevant College Committees

**Responsible for:** Assistant Housekeeper, Domestic Supervisors, Domestic Assistants, Senior Janitor, Janitors, contract cleaners

**Nature of Post**

* The Head Housekeeper, reporting to the Domestic Services Manager (and Senior Bursar), will have day-to-day management responsibility for Peterhouse’s housekeeping function. The post-holder will be expected to implement College policy in relation to all housekeeping matters.
* The Head Housekeeper will line manage the Assistant Housekeeper, the Domestic Supervisors and act as the ultimate departmental line manager for the Domestic Assistants. The post-holder will be responsible for ensuring that accommodation is presented to a high standard of cleanliness and decorative order. The post-holder will be hands-on and pro-active in their duties by visiting key work areas around the College on a daily basis, and will provide practical support to individual Domestic Supervisors or Domestic Assistants as appropriate, especially in situations where there is absence and/or a requirement to cover a role. They will also support staff training to ensure knowledge, expertise, and high standards are maintained.
* The Head Housekeeper will work collaboratively with the Domestic Services Manager, Accommodation Officer, Conference Manager, Head Porter, and the Maintenance team to ensure a positive and professionally run housekeeping service for all members, students, visitors and guests. The post-holder will also work closely with the College’s welfare team to foster a positive and supportive welfare environment for students.
* The Head Housekeeper will report to the Domestic Services Manager on a day-to-day basis, but will also have a separate reporting line to the Senior Bursar for relevant matters. The post-holder will work with their line managers to ensure that the service is provided in accordance with the College’s strategic aims and objectives, including academic and financial policy. The post-holder will work closely with other stakeholders, including the Tutors and welfare team and may be required to attend relevant College committees.

**Duties & Responsibilities**

* Lead and manage all aspects of the housekeeping department, delegating where appropriate, and ensuring the highest standards of housekeeping, cleanliness and presentation of rooms throughout the College, aiming for continuous improvement in tenant satisfaction. Enlist appropriate contractors for specialist tasks such as furniture restoration/soft furnishing fittings and ensure value for money, due care and attention, and a focus on sustainability. Determine when and where it is necessary to use contract cleaning resource to supplement the core team.
* Oversee the effective line management of the Assistant Housekeeper, the Domestic Supervisors, Domestic Assistants and Janitors to ensure housekeeping standards are maintained. Manage the workload and organisational structure of the housekeeping department to meet the College’s requirements, including maintaining rotas and cover, and managing holidays and timesheets. Oversee the implementation of the College’s HR policies within the housekeeping department. Take responsibility for interviewing and appointing new members of the Housekeeping and Janitorial team as and when required, in conjunction with the HR Manager and other team members were appropriate.
* Be pro-active and hands-on with day-to-day management, including visiting relevant work areas regularly (on a daily basis) and providing direct assistance to other staff members, especially in situations where cover is required.
* Act as an effective team-builder by supporting all team members and fostering a productive, collaborative, mutually supportive and respectful culture within the housekeeping department.
* Work with the Accommodation team, Tutors, Welfare Officer, Nurse, and Mental Health Advisor to support student welfare within the College. Build an effective communication network across the housekeeping function so that relevant College staff and Officers are alerted to signs of welfare issues amongst students.
* Act as Housekeeping Department Budget Holder and exercise financial prudence and acumen, recommending appropriate levels of staffing to the Domestic Services Manager/Senior Bursar.
* Send relevant communications by email, telephone or in person to students, Fellows and staff to alert them to impending changes or other matters relating to the housekeeping service to their accommodation. Communicate effectively and clearly with students with regards to meeting their terms and conditions of the room licence and the student handbook, ensuring any health and safety breaches are managed effectively and reported to the Health and Safety Manager.
* Implement the College’s Environmental Policy with regard to Housekeeping and seek to constantly improve performance in this respect. Ensure there is a focus on sustainability in the department. Engage with students on this area to promote recycling of waste and unwanted items.
* Act as a key point of contact in the College for housekeeping-related queries and problems, with responsibility for managing and updating certain aspects of the accommodation database so that correct information on the rooms is maintained.
* Train and support housekeeping staff on the use of the accommodation database system and other systems and processes in use within the department. Provide suggestions and, when agreed, oversee the implementation of incremental improvements to those systems.
* Collaborate with the Domestic Services Manager, Conference Manager, and Development Officer to facilitate the use of bedrooms out of term for conferences and other residential guests.
* Work with the Domestic Services Manager to identify properties suitable for refurbishment. Through the process of regular room visits, provide information to the Accommodation Office of any priorities for student accommodation refurbishments. Ensure familiarity with the size, layout and condition of all College rooms.
* Liaise with the Domestic Services Manager and the Conference Manager, where appropriate, to ensure that appropriate fixtures and fittings are in place in student rooms and that good outcomes for students and Conference delegates are achieved.
* Coordinate the production and collection of inventory lists and maintain database records thereof. Liaise with the Accommodation Office about other information on the database such as updating images after refurbishments.
* Help the Domestic Services Manager ensure that Peterhouse accommodation is managed in line with the ANUK Code of Practice for larger educational establishments, with local authority housing standards and other Health and Safety Law and good practice.
* Offer support to the Accommodation Office with regards to facilitating vacation storage for undergraduates.
* Provide coverage of the Accommodation & Housekeeping Office during office hours to be available for in-person queries.
* Help support a strong student voice in housekeeping matters by liaising with the student body as needed and responding to queries/ideas professionally. Work with the Domestic Services Manager to help conduct periodic surveys of student opinion on a range of Accommodation and Housekeeping matters and respond to feedback as appropriate.

Any other reasonable duties as and when required.

***Person Specification***

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|  | **Essential** | **Desirable** |
| **Education & professional qualifications** | * Educated to GCSE level with sound written and numerical skills
* First Aid Certificate, or must be willing to be trained
 | * Higher level qualification
* Experience of an educational establishment or campus environment would be an advantage
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| **Experience – type and depth of experience required to do the job:** | * Significant management experience in a front-line customer-service environment
* Effective managerial skills to support, develop and lead the team to deliver high standards
* Experience of recruiting, appraising and carrying out day-to-day line management of staff
* Good working knowledge of word processing, spreadsheets, database and email applications
* Knowledge of Fire, COSHH and Health and Safety best practice
 | * Experience of creating a culture of excellent service delivery
* Working in a similar role in a service delivery environment
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| **Special** **aptitudes****required**  | * A “hands-on” style with a willingness to lead by example and support a team by assisting them with practical tasks where appropriate
* Strong team player (as well as a team leader) and an interest in maintaining and developing a close-knit team ethos and supporting teamwork
* Good communication skills and an ability to deal confidently with a diverse range of people
* Ability to communicate clearly both in-person and via email
* The ability to prioritise work, delegating where necessary and to make appropriate management decisions in a timely manner
* Commitment to continuous improvement of service levels
 | * Ability and aptitude to help the College develop new systems and procedures according to the changing needs of students, staff, Fellows and customers
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| **Personal****qualities** | * Excellent inter-personal relations
* Good judgement in relation to people
* Sensitivity, tact and discretion
* Approachable, with a strong customer service ethic
* Professional and friendly, collaborative and collegiate management style
* An interest in and commitment to the College and its educational mission
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#### **Health and Safety**

All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work. The College operates a non-smoking policy; smoking is only permitted in the designated smoking areas and during official breaks.

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| **Hours and Salary**The salary for the post will be in the region of £35,082 to £39,510 per annum depending on experience. The working hours are a minimum of 37.5 hours per week.**Additional Benefits & Information*** The holiday entitlement is 25 days plus 8 bank and public holidays. A car parking space may be available, subject to capacity.
* The College offers an auto-enrolled pension scheme to eligible employees, after 3 months’ completed service. The scheme is the Cambridge Colleges Group Personal Pension Scheme (CCGPPS) with Aviva.
* Lunch is provided free of charge when on duty over lunchtime and when the College kitchens are open.
* The post is subject to successful completion of a six-month probationary period.
* The College offers a medical cashback scheme to staff.
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**The closing date for applications is 8.00am 24th April 2023.**

**Completed applications should be returned to:** The Human Resources Manager, at:hr@pet.cam.ac.uk

**March 2023**