

JOB DESCRIPTION

Housekeeping Supervisor

Responsible to:	Housekeeping Manager (or Assistant Housekeeping Manager in their absence).
Hours:	Full time hours are 37.5 per week. Hours will be designated by the line manager depending on the requirements of the College's operations but are expected to be 9am to 5pm, to be worked across the week (to include some weekend working and change to working hours during conference periods to ensure cover is in place throughout the day).
Place of work	All St Catharine's College owned property/sites; areas of work are designated by the line manager and may vary in and out of term time.

Role Purpose and Key Responsibilities

The role of the Housekeeping Supervisor is to oversee housekeeping activities within their allocated area, implementing policies, processes and methods of working, as defined by the department. This will involve monitoring the quality of cleaning carried out by Housekeeping Assistants, on a daily and/or weekly basis, ensuring high standards of cleanliness. Allocated areas may change from time to time. In addition, Supervisors act as the first point of contact for team members and are required to give feedback and deliver refresher training to individuals when required. The role is responsible for cleanliness in a given area and will be expected to support in covering cleaning duties on occasion, when needed (e.g. annual leave and sickness cover), in addition to undertaking supervisor duties. The responsibilities of the job will vary in and out of term time. The postholder will be required to undertake appropriate training and be a designated first aider.

Housekeeping Supervisors will have the following duties:

Supervisory duties:

- Undertake regular checks and cleaning audits across all sites, giving feedback and refresher training to Housekeeping Assistants where appropriate.
- Actively participate in weekly housekeeping leadership team meetings.
- Attend training sessions as required.
- Put forward ideas for improvement of processes/products or actual achievements to the Housekeeping Manager and support implementation if required.
- Use IT systems including Outlook, Excel and our room booking and ticketing systems to promote good communications with services users, check rotas and conference and accommodation bookings throughout the year.
- To observe and report and Maintenance defects in accordance with college processes.
- To observe and replace any inventory items which need replacing.
- Adhere to security procedures in relation to keys, property of students, guests and college property.
- Support the organisation of general day-to-day cleaning of the College buildings, including working closely with the housekeeping manager and assistant housekeeping manager to maintain stock levels.
- Launder towels and linen when required.
- Support team with additional cleaning support when needed.
- Participate in recruitment as required including the induction and training of new members of staff.
- Act as first port of call for the team and escalate to management when required.
- Be a point of contact for users of the service, dealing with issues or concerns proactively and in a timely manner.
- Support the manager in any in/formal HR processes as required.

- To be aware of and comply with Health & Safety regulations and the College's Health & Safety requirements including those associated with water hygiene checks.
- Ongoing training to team in all aspects of the role to ensure department efficiency and high-level standards. Ensuring the staff are supplied with necessary equipment and cleaning materials along with adequate training whilst complying with COSHH regulations.
- Ensure all staff are dressed appropriately for work including checking footwear meets safety criteria.
- To undertake any other reasonable request or duties commensurate with the level of role.
- Promote and maintain positive morale within the team.

The above is not an exhaustive list of duties and the post-holder may be asked to take on different or additional duties as required. All employees are expected to work flexibly and collaboratively to support the overall goals of the College.

Professional standards and expectations

- Hardworking, honest, reliable and discreet.
- Be an ambassador for the team, achieving and promoting high standards of cleanliness and hygiene across the department and being a positive advocate for department decision and processes.
- Create a positive team morale for the team you are supervising. Giving critical and positive feedback when required.
- Ability to work as part of the management team.
- Methodical and thorough in all tasks undertaken.
- Willingness to adopt a flexible approach as required, including covering for staff absences.
- Demonstrate a responsible attitude towards health and safety and comply with any procedures as required by the college to ensure the health and safety of themselves, colleagues and other persons that may be affected by their actions, undertake any training provided in relation to health and safety or which identifies as necessary in relation to their work.

PERSON SPECIFICATION:

	Essential:	Desirable:
Qualifications, experience and background	<ul style="list-style-type: none"> • Experience of professional cleaning work in an educational or hotel establishment • Experience of supervising/managing staff 	<ul style="list-style-type: none"> • Accredited certification i.e. NVQ or other in Housekeeping • 2 years supervisory experience
Specific knowledge/skills	<ul style="list-style-type: none"> • Computer literate • Strong organisational skills • Effective communication skills 	
Personal attributes	<p>Quality focus</p> <ul style="list-style-type: none"> ○ resolves issues constructively ○ encourages high standards from others ○ takes responsibility for own and others' work ○ monitors and seeks to improve the quality of own and others' work <p>People focussed</p> <ul style="list-style-type: none"> ○ engages effectively with others within and outside the department to understand needs and respond accordingly ○ adopts a consistent and fair approach ○ responsive to users' needs and issues. ○ motivates and provides guidance and encouragement to others, and support as required ○ is approachable and accessible ○ tackles issues and problems swiftly and constructively <p>Collaboration</p> <ul style="list-style-type: none"> ○ demonstrates commitment to working together ○ encourages contribution and shows appreciation of what teamwork can achieve ○ understands and uses resources within team for the good of the department 	