Job Description

Job Title: Head of Housekeeping

Supervised by: Assistant Domestic Bursar

Job Contribution: The Head of Housekeeping will be responsible for overseeing and carrying out the daily servicing of bedrooms and communal areas.

Responsibilities: The Head of Housekeeping will be responsible for overseeing and carrying out the daily servicing of bedrooms and communal areas. In the absence of the DDB he/she will act, in conjunction with the Domestic Bursarial Assistant (DBA) as the point of contact for guests, Housekeeping staff, the Lodge and Conference and Events Manager.

Their main responsibilities will be:-

- Supervision of 4 x Scout Team Leaders (STLs) (3 x main site, 1 x Rectory Rd) including training and personal and professional development.
- In conjunction with DBA, manage scout recruitment, training, work rota, timesheets, overtime, sick cover, holiday and standards of work and behaviour
- Supervise 30 staff in the cleaning, servicing and maintenance of bedrooms, function rooms and public areas
- Supervision and allocation of quad assistants.
- Manage, carry out and implement appraisals of STLs, scouts and quad assistants
- Managing scout and quad assistant cover for weekend work during conference season.
- Monitoring and where necessary aiding STLs in correcting the hygiene and cleanliness of College staircases and associate rooms.
- Routine inspection of College rooms to ensure decoration and furnishing are of high standard, all maintenance issues promptly reported and resolved, prohibited items and removed and unsafe practices stopped.
- Overseeing the preparation of Junior, Fellows and Conference Guest Rooms.
- Liaising with the DDB and DBA for student and conference room allocations
- Maintain and update residential information on Kinetic database, Microsoft Excel and Word
- In conjunction with DDB and DBA, identify and resolve furnishing/decoration issues and coordinate ongoing redecoration programme of rooms
- In conjunction with DBA, manage use of storage space
- Monitoring and ordering consumables and supplies for student and conference bedrooms
- Monitoring linen requirements, ordering rental linen for out of term events, purchasing new linen when needed and undertaking laundry duties if necessary.
- Monitoring cleaning stock supplies and liaising with the Bursarial Administrator on stocks, products.
- Monitoring and updating COSHH information and training for scouts.

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• In conjunction with DDB & DBA, monitor and update adherence to current Health and Safety policies and standards
• To undertake any other such duties consistent with the purpose of the job.

Person Specification

Essential:
• High standards of cleanliness and excellent attention to detail
• Experience of staff supervision
• Experience of cleaning in different conditions
• A high level of interpersonal communication skills
• Knowledge of Health and Safety
• Good IT skills
• The ability to train others in safe working practices
• The ability to work using own initiative
• A logical, thorough, and flexible approach to his/her work
• The ability to prioritise tasks under pressure.
• The ability to work as part of a team but to also lead a team
• Some level of computer literacy
• Discretion, tact and sensitivity.
• Punctuality and good timekeeping.

Qualifications: Proficiency in MS Word and Excel essential. COSHH and NVQ 2 in Cleaning desirable.

Hours: 40 per week, generally Monday to Friday although some weekend working will be required.

Benefits: 30 days annual leave, 8 days public holidays, uniform, meals on duty (when the kitchen is open), travel to work scheme and a generous pension scheme.