Job Description

Job Title: Scout Team Leader

Job Contribution: By sharing responsibility for the efficient performance of the Key Tasks of the Housekeeping Department, you ensure that living accommodation, meeting rooms and other public spaces are cleaned and kept equipped to a standard that fully meets the requirements of students, staff and conference guests.

In addition to the above to provide a supervisory role for designated Scouts.

Responsibility for:

- Supervise effective bedroom cleaning, servicing and maintenance, ensuring sufficient rooms are ready to meet College standards set by the Head of Housekeeping. Also check the cleaning and servicing of public and ancillary areas.

- Assist the Head of Housekeeping with the control of ordering, receipt, storage, quality checks, stock levels and use of linen, cleaning materials and sundry items. Help organise the issue and cleaning of staff uniforms and protective clothing. Report any deficiency of service/quality to the Head of Housekeeping.

- Assist with staff training – departmental induction, job skills, safety and other statutory requirements.

- Use the Kinetic system to ensure that all rooms are made up for new guests and that colleagues are made aware of which rooms are ready for occupation.

- Allocate tasks to scouts under their supervision and check results against set standards. Promote team spirit, co-operation and job satisfaction at all times.

- Help to control departmental costs and expenses within budget margins. Check on wastage. Encourage energy saving and other environmental initiatives, without detrimental effect on service or safety.

- Under supervision of Head of Housekeeping, establish and maintain effective communications with subordinate staff and senior management colleagues. Conduct regular staff briefings.

- Under supervision of Head of Housekeeping, plan and implement special periodic cleaning projects (e.g. carpets, curtains, drapes).

- Complete the required administrative functions. Assist with producing work rotas and holiday schedules.

- Report maintenance issues through correct procedure (either your own or reported by scouts.)
- Ensure effective security of keys.
- Help administer the receipt, control and safekeeping of lost property.
- Set an example by maintaining a high standard of personal hygiene and appearance.
- Work in co-operation with the departments. Develop and maintain effective working relations with colleagues both in Housekeeping and in other departments.
- Attend and support College and departmental training sessions as appropriate.
- Encourage safe working procedures and carry out risk assessments. Work safely conforming to statutory and College health and safety regulations, especially fire precautions, manual handling, chemical usage and storage, disabled persons, disposal of waste materials and reporting of accidents. Comply with other related regulations (e.g. health and hygiene). Report all defective equipment and hazards.
- Assist in other departments during emergencies or as deemed necessary by management.
- Carry out (when instructed by line manager or equivalent) any other duty or task outside the normal weekly routine but within the overall scope of the job.

**Qualities and Experience:**
Good oral communication skills; the firmness, tact and persistence required to monitor standards and give clear, honest feedback; the ability to organise and prioritise tasks. Prior experience of supervising or managing others. Experience in a similar service provision organisation would be an advantage.

**Qualifications:**
NVQ 2 in Cleaning.

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

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