



JOB DESCRIPTION

Job title	Head Housekeeper
Department	Accommodation
Location	Oriel College, Oriel Square, Oxford OX1 4EW
Salary	£33,184 - £35,000 (dependent on experience)
Hours of work	40 per week, five days out of seven
Contract type	Full time permanent
Reporting to	Accommodation Manager
Key internal stakeholders	Domestic Office staff Heads of department Senior management team

Overview of the role

The Head Housekeeper is responsible for overseeing all cleaning, housekeeping, and accommodation services across the College estate. This includes student rooms, guest accommodation, public areas, offices, and historic spaces. The role ensures high standards of cleanliness, presentation, and service delivery while respecting the heritage and operational needs of the College.

Overview of the team

the scope of responsibilities for this role, which is supported by the Accommodation Manager. You will be tasked with the daily management of a substantial team—25 Scouts (cleaners), 2 Scout Team Leaders, and 3 Quadmen, making this one of the largest Departments within the College. This is not merely an oversight position, it truly requires a hands-on approach to ensure everything runs smoothly and efficient

Main Duties and Responsibilities

Operational Management

- Lead and manage the housekeeping team, including supervisors, cleaners, and casual staff
- Plan and allocate daily, weekly, and periodic cleaning schedules
- Ensure all College areas are maintained to a consistently high standard
- Oversee room preparation for student arrivals, conferences, and guest stays

Staff Leadership

- Recruit, train, and supervise housekeeping staff
- Manage rotas, holidays, and staff performance
- Promote a positive, professional, and inclusive working environment
- Ensure compliance with HR policies and procedures

Quality & Standards

- Conduct regular inspections of bedrooms, public areas, and facilities
- Maintain high presentation standards, particularly in historic or high-profile areas
- Respond promptly to feedback, complaints, or service issues

Health & Safety

- Ensure compliance with health and safety regulations, including COSHH
- Maintain safe working practices and proper use of cleaning equipment and chemicals
- Conduct risk assessments and ensure staff training is up to date

Stock & Budget Control

- Manage inventory of cleaning supplies, linen, and equipment
- Monitor budgets and control costs effectively
- Liaise with suppliers and manage procurement

Collaboration

- Work closely with Lodge Porters, Maintenance, Catering, and Conference teams
- Support College events, functions, and guest services as required

Selection criteria

Essential:

- Proven experience in housekeeping or facilities management, ideally in hospitality or similar environment
- Strong leadership and team management skills
- Excellent organisational and time management abilities
- Knowledge of health and safety regulations
- Good communication skills

Desirable:

- Experience in a university, college, or heritage setting
- Familiarity with conference and accommodation services
- Relevant professional qualification in housekeeping or facilities management

About Oriel

Oriel College is the 5th oldest Oxford College of the 39 self-governing and independent colleges within the University of Oxford and the oldest Royal Foundation; in 2026 we will be celebrating our 700th birthday. Described by our students as 'the perfect size', with

around 600 students we're slightly smaller than the average Oxford college, and our community is tight knit and friendly. Oriel brings together a world-class academic community of leading academics and researchers with high achieving and motivated students, underpinned by around 120 people working in the professional support teams.

Located right in the middle of Oxford in beautiful buildings, the College has a rich history and has been home to Saint John Henry Newman, Saint Thomas More, Sir Walter Raleigh and two Noble Laureates, amongst many other influential thinkers.

For more information about Oriel College, please visit <https://www.oriel.ox.ac.uk/>

Pre-Employment Screening

All appointments are subject to proof of the candidate's legal right to work in the UK and receipt of satisfactory references.

You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Data Protection

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation.

The College exists to promote excellence in education and research and is actively committed to the principle of equality of opportunity for all suitably qualified candidates.

Employee Benefits*

- 38 days holiday (including bank holidays)
- Pension scheme
- Employee Assistance Programme
- Free lunch on each day worked (when the kitchen is open)
- Travel loan scheme (bus and bike)
- Free eye tests and a contribution towards new lenses/glasses if your prescription has changed (for VDU users)
- Flu jab (reimbursement)
- Staff social events
- Free entrance to The University of Oxford Botanic Gardens
- Free entrance to Harcourt Arboretum
- Free membership (via application) to Wytham Woods
- Free access to visit the 45 Colleges that make up Oxford University plus University Libraries
- Free membership of the University Club (social, sporting and hospitality club)
- Free entrance to University museums

Retail

- 10% discount at Ashmolean Museum Café and shop
- 10% discount at Bodleian Library shop
- 10% discount at OUP bookshop
- 15% off at Blackwell's bookshop in Oxford
- Discounts online and in local shops via following the link <https://hr.admin.ox.ac.uk/discount-codes>
- Discounts on over 100 national brands by applying for a FREE TOTUM Discount card
- Discount on retail, food and fitness via applying for a UNiDAYS account
- Discount on retail, food and fitness via applying for a Student Beans account
- Discount at Howdens Oxford quoting Oxford University

Fitness

- Discounted membership to University sports facilities, Iffley Road
- Discounted membership to the University Club, Mansfield Road (social, sporting and hospitality club)
- Up to 30% discount at various gyms via student membership app UNiDAYS

Healthcare

Discounted private healthcare via Eduhealth <https://www.eduhealth.co.uk/oxford-university>

IT Software

- Free Office 365 software download on up to 5 devices
- Free antivirus software

Training and Development

- Free access to hundreds of online training courses

*Please note that with the exception of holidays and pension provision, the benefits listed are non-contractual and may be subject to change or withdrawn.