



Robinson College

Head of
Housekeeping

CANDIDATE INFORMATION PACK

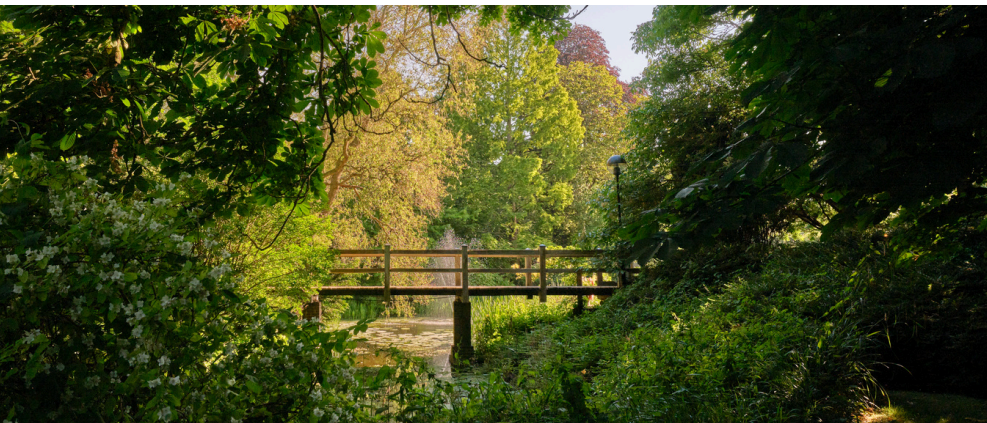
CLOSING DATE: FRIDAY 8
NOVEMBER 2024 AT 9AM



About Robinson College

The College is a centre of academic excellence with about 400 undergraduates and about 300 postgraduates. Sir Richard Heaton is Warden of the College and there are approximately 90 Fellows and 125 non-academic staff.

Robinson College is the most recent addition to the 31 colleges which make up the University of Cambridge. It owes its foundation to the generosity of Sir David Robinson whose endowment is the largest single gift ever accepted by the University. Planning for the College began in 1973 when trustees were appointed; building started in 1977 and the College moved into its new accommodation in October 1980. Her Majesty The Queen officially opened the College on 29 May 1981.



Reports to: Domestic Bursar

Responsible for: Housekeeping Operations Manager, Housekeeping Supervisors and Team Leaders, Linen Room Coordinator, Housekeeping Operatives, Bedmakers, Cleaners.

Purpose of the job

With delegated authority from the Domestic Bursar, the Head of Housekeeping has management responsibility for:

- housekeeping matters, maintaining at all times the highest standards of housekeeping, cleanliness and presentation of rooms throughout the College
- accommodation oversight and knowledge
- motivation and development of the Housekeeping staff
- management of departmental costs in order to achieve objectives within budget
- ensuring compliance with all legal instruments that affect the departmental operation

SALARY AND CONDITIONS



- Full Time, 37 hours per week
- Salary range £40,000 - £45,000 per annum, depending on experience
- Based on site
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COLLEGE BENEFITS

- 25 days annual leave, plus bank holidays (pro rata for part time appointments), increasing with length of service up to an additional 5 days
- Contributory auto-enrolment pension scheme
- Death in service benefit
- Free lunch in College
- Enhanced sick pay after qualifying period
- Enhanced family friendly pay after qualifying period
- Access to a benefits website which provides savings and discounts on a wide variety of purchases, as well as days out, gift cards and other offers
- Generous Salary Extras discounts –incl. Cycle to Work scheme
- Training and development opportunities
- Free parking may be available subject to capacity
- Access to University Card with subsidised travel on U bus between Madingley Road Park and Ride or Cambridge Train Station and the College
- Exercise space for a small termly charge
- Staff social club events throughout the year
- Annual flu jab subject to criteria



KEY AREAS AND STANDARDS OF PERFORMANCE:

1.TASK LIST AND RESPONSIBILITIES: The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc basis.

1.1 To have management responsibility for the Housekeeping Operations Manager, Housekeeping supervisors, Housekeeping Operatives, Bedmakers and cleaning staff to ensure housekeeping standards are maintained.

1.2 Through the Housekeeping Operations Manager to ensure that the day to day running of the department is smooth and effective.

1.3 To undertake student room checks and room inventories termly.

1.4 To liaise with the Domestic Bursar and Project Manager in room or house refurbishment programmes.

1.5 To ensure the implementation of the weekend cleaning rota for College guest rooms.

1.6 To train and support, and when necessary, assist the Housekeeping Operatives and Bedmakers in the practical nature of their job.

1.7 To maintain records of condition of rooms at the beginning and end of the academic year, notifying the Domestic Bursar and (if damaged by students) the Finance Bursar and Dean.

1.8 To maintain records of the condition of all furniture, fittings, fabric and cleanliness and take appropriate action where required.

1.9 To utilise booking system Kx to manage room bookings.

1.10 Manage the provision of launderette facilities through contractor Washstation.

1.11 To develop a detailed knowledge of the College's accommodation and rooms and effectively manage the accommodation together with associated enquiries, liaising with the Tutorial Office staff, and any other relevant staff, to help resolve accommodation issues.

1.12 Oversee the allocation of student accommodation, Fellows accommodation and Visitors accommodation, noting that conference/commercial accommodation is managed by the Conference Office.

1.13 Maintain and update the Accommodation Procedures

1.14 Update the Housing Policy as required

1.15 Liaise with the Senior Tutor's Assistant (Accommodation Officer) over Going Down Forms each term.



1.16 In conjunction with the Senior Tutor's Assistant (Accommodation Officer) to allocate accommodation during the vacations for students, academic visitors and ad hoc visitors.

1.17 To forward plan the allocation of delegate rooms in liaison with the Conference department up to one week in advance or earlier if possible.

1.18 To liaise with the Linen Room Co-ordinator to ensure the efficient and timely management of linen stock levels through the supervisors, and where possible, check all rooms before the delegates arrive each day.

1.19 Undertake a review of the current arrangements and make recommendations for improvements, including cleaning frequency and the use of contract cleaning services.

1.20 Oversee the set-up of public rooms for various types of event: lectures, recitals, screenings, meetings etc.

1.21 Manage storage areas.

1.22 Undertake deep cleans as appropriate.

1.23 Identify and prioritise daily workloads to ensure deadlines are met.

1.24 Establish a strong service-oriented culture.

1.25 Develop key performance indicators for the department.

1.26 Ensure that the department delivers an effective, efficient and economic service.

2. FINANCIAL & STOCK CONTROL:

To ensure that delegated authority levels and budgetary expenditure are adhered to and that measures are taken to correct adverse trends.

2.1 To be departmental budget holder and exercise financial prudence and acumen so that the budget is not exceeded.

2.2 To ensure all invoices are accurate and promptly passed for payment within one week.

2.3 To purchase household goods and equipment as necessary and within budget.

2.4 To research new lines of furniture and equipment as necessary when refurbishing rooms.

2.5 To liaise with product and service suppliers to obtain cost-effective products and services. To arrange suitable supplies of cleaning materials. To operate the colour-code system of allocation of materials.

2.6 To check linen hire charges and to approve all invoices for payment with the College Office within one week



2.7 To nominate suppliers based upon any policies/selection criteria in force

2.8 Forecast spending on staffing, non-staff costs, capital and non-capital expenditure as part of the annual budgeting process.

2.9 Collate requests for furnishings from other departments; prioritise and manage provision of furniture accordingly.

2.10 Manage departmental spending against the budget on an ongoing basis.

3. SALES & MARKETING

3.1 To present show-round bedrooms and meeting rooms in the best possible light to ensure the opportunity for a positive sales outcome.

4. COMMUNICATION

4.1 To notify the Conference Office, Head Porter or Maintenance of any problems with the rooms requested and to make alternative arrangements if necessary.

4.2 Liaise on a weekly basis with the Housekeeping Operations Manager, Housekeeping Supervisors, Team Leaders, and Linen Room Co-ordinator to ensure that everyone is up to date with plans for coverage of the department.

4.3 To liaise with the College Maintenance team to ensure a speedy response to resolving maintenance problems , within 1 day for small items and longer by arrangement with major works.

4.4 Conduct departmental meetings once per term.

4.5 Attend 1-1, Heads of Department, Staff Information and Consultative Committee, Health & Safety meetings as required

4.6 Maintain written records of communications and meetings.

5. STAFF MANAGEMENT

5.1 To interview, select and appoint staff, paying attention to mandatory right to work checks.

5.2 To record payroll for information e.g. staff time and holiday sheets and submit in timely manner to payroll by the relevant deadlines

5.3 To recruit vacation casuals (including students) prior to start of conference periods.

5.4 Not to exceed budget staffing levels.

5.5 Not to agree terms and conditions outside of those set by College.



5.6 Lead the Housekeeping Department: managing, mentoring and motivating the team.

5.7 Operate effective probation periods, ensuring the necessary training and reviews are undertaken.

5.8 Undertake staff development reviews, ensuring staff have measurable objectives in place.

5.9 Develop professional service standards, encouraging the application of best practice and ensuring that staff are contributing to high quality service delivery.

5.10 Ensure that the department procedures are properly documented.

6. QUALITY CONTROL

6.1 To keep a watching brief on students via the supervisors and housekeeping team in relation to both pastoral and tutorial matters, e.g: to report any significant concerns around health and welfare and any anti-social behaviour to the Tutorial department and Dean as appropriate.

6.2 To act positively to student complaints e.g: by referring the matter to Tutors, the Domestic Bursar the Maintenance Department or by taking personal action

6.3 To provide a high standard of customer service to all guests through the management of the checklist systems.

6.4 Operate a standards checking system for bedrooms and meeting rooms

6.5 Participate in the AIM Higher, Visit England and Green Impact quality schemes as appropriate.

7. LEGISLATION

7.1 To observe COSHH regulations at all times and manage the issue of hazardous materials.

7.2 To produce Risk Assessments as necessary

7.3 To be rigorous in reporting possible hazard and/or equipment failure.

7.4 To support and maintain H & S training programmes for the housekeeping staff.

7.5 To maintain up-to-date and accurate H & S records for the housekeeping department.

7.6 To use chemicals from an approved list and to be aware of environmental implications in using cleaning substances so that they can be avoided.

7.7 To supervise the College housekeeping and chemical stores so that issue is controlled.

7.8 To dispose of waste in a responsible manner, recycling wherever possible within the agreed sustainability policy.



7.9 Define scopes of service and specifications.

7.10 Undertake tender processes in accordance with College policy.

7.11 Monitor and review supplier performance.

8. SECURITY & CONTROL

8.1 Stock control.

8.2 Linen control.

8.3 Ensure activities have been risk assessed and method statements are in place for safe working, including key risk areas such as COSHH and manual handling.

8.4 Take a proactive approach to continuous improvement in HSW, following the principle of Plan, Do, Check, Act.

8.5 Collate data and provide reports on HSW, including root cause of incidents.



PERSON SPECIFICATION



CRITERIA	ESSENTIAL	DESIRABLE
Education & Training	<ul style="list-style-type: none"> GCSE level of qualification (or equivalent) including passes in English and Maths Relevant H&S training 	Management training or qualification
Experience and Skills	<ul style="list-style-type: none"> Proven operational experience in a similar environment, setting a culture of excellent customer service and delivering consistently Demonstrable people-management experience in a similar environment Demonstrable success in managing technology solutions within a housekeeping or accommodation service context with the ability to use systems to extract and analyse data to inform strategic decisions Current knowledge of relevant health & safety legislation and its practical application in a housekeeping context Strong IT proficiency including Microsoft Word and Excel 	<p>Experience of the Cambridge Collegiate system</p> <p>Experience with Kinetic software</p>
Abilities and Competencies	<ul style="list-style-type: none"> Excellent communication and interpersonal skills, with an ability to communicate appropriately with service users at all levels Excellent written and verbal skills Excellent organisation skills and attention to detail Clear decision-making and prioritisation of daily workloads in a fast-changing environment, with the ability to meet tight deadlines Ability to guide staff in the effective utilisation of Kinetic and other relevant technologies Highly collaborative mindset, self-motivated and able to work proactively and independently Strong analytical and problem-solving skills Confident to make decisions within agreed levels of authority whilst exercising judgement over when it is important to consult or refer Reliable and committed to maintaining high performance standards and exemplary customer service Flexibility to work evenings and weekends on a rota basis during conference periods 	

HOW TO APPLY



To apply please send your CV and a covering letter, along with a completed short application form to careers@robinson.cam.ac.uk

Closing date for applications:

Friday 8 November at 9am

Interviews will be held on:

Week commencing 18 November





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Cambridge
CB3 9AN

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www.robinson.cam.ac.uk