



# Robinson College

## Housekeeping Team Leader (Support)

CANDIDATE INFORMATION PACK

CLOSING DATE: MONDAY 28  
OCTOBER 2024 AT 9AM

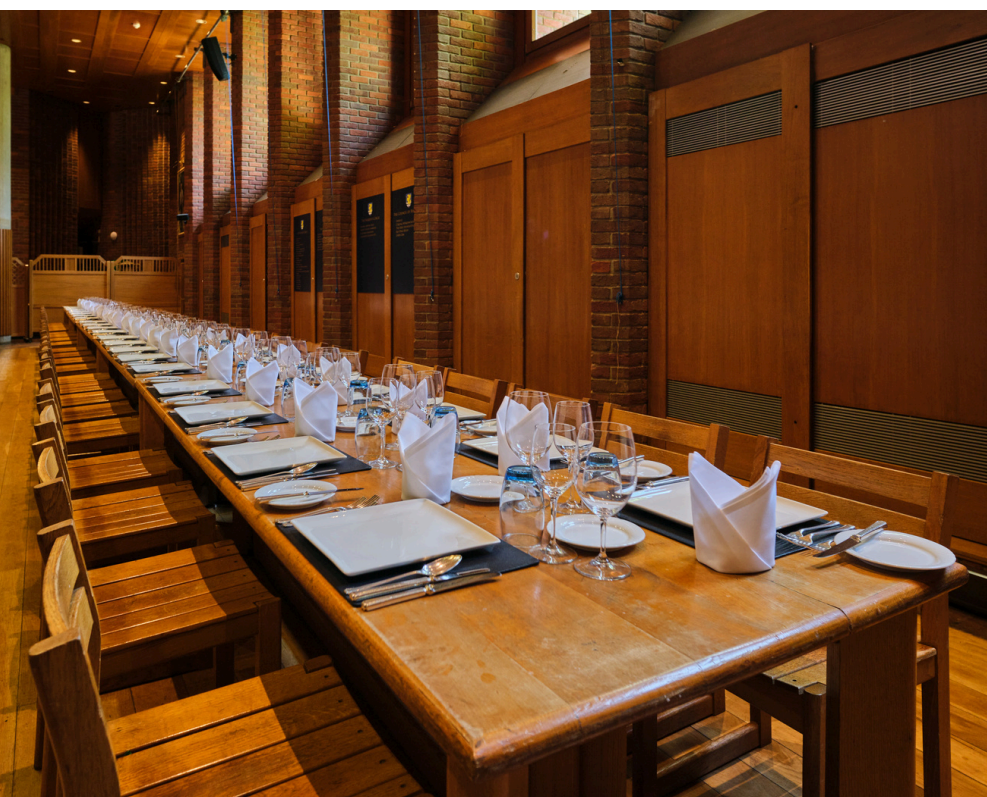




# About Robinson College

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: Housekeeping Operations Manager

### Purpose of the job:

With delegated authority from the Housekeeping Manager and the Housekeeping Operations Manager responsibility for maintaining at all times the highest standards of housekeeping, cleanliness and presentation of rooms throughout the College.

## SALARY AND CONDITIONS



- Full Time, 37 hours per week.
- Early start: 7.00am - 15.30pm
- £12.71 per hour, £24,571 FTE per annum

## 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 Cover cleaning for staff absences when required
- 1.2 Liaise with Senior Housekeeping Operative to support with training records
- 1.3 Liaise with Linen Room Coordinator to support if needed
- 1.4 Feedback to housekeeping staff through team meetings
- 1.5 As required to provide cover for the housekeeping office when it is unmanned
- 1.6 Admin tasks as required by Housekeeping Manager or Housekeeping Operations Manager

## **2. PUNCTUALITY, ATTENDANCE & APPEARANCE:**

- 2.1 To be ready to commence duties at the appointed time.
- 2.2 To remain on duty, productively working, until the appointed finishing time.
- 2.3 To attend work as scheduled.
- 2.4 To notify your supervisor/manager of any absences (e.g. holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook.
- 2.5 To dress in the required uniform/protective clothing or in accordance with the set Appearance and Dress Code.

**3. ATTITUDE TO WORK & CARRYING OUT INSTRUCTIONS:** Willingness and enthusiasm with which work is carried out.

- 3.1 To be reliable in the carrying out of instructions and tasks and to operate on a "right first time every time" basis.
- 3.2 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly.
- 3.3 To listen carefully to instructions and to carry them out as directed.
- 3.4 To check if you have not clearly understood what is required of you.



**4. PRODUCT/TECHINCAL KNOWLEDGE:** The knowledge and experience required to carry out this job to the expected standard.

4.1 To undertake training as required in order to develop and improve your knowledge and expertise.

4.2 To be able to help and direct others accurately/correctly.

4.3 To develop general knowledge of the College location and layout, other departments' services and products and this department's services and products.

**5. ATTITUDE & BEHAVIOUR:** Positive interaction with other members of the team, supervisors and managers. General demeanour whilst at work.

5.1 To empathise with the individuals within the team to form positive relationships.

5.2 Positively participate to help create a good team atmosphere.

5.3 To be constructive in communication with others, be cooperative and helpful and be supportive as needed.

5.4 Honest and trustworthy. Pleasant in nature.

5.5 Keep your line manager advised of matters which may affect the smooth running of the department.

5.6 Demonstrate an understanding of other departments' requirements and be supportive and helpful to them.

**6. HEALTH & SAFETY & OTHER LEGAL ASPECTS:** The carrying out of duties so that self and others are not put at risk from general hazards.

6.1 Operate in a manner so as to ensure that you do not put yourself or others at risk.

6.2 Report any hazards that you observe.

6.3 Adhere to the Health & safety policy and procedures at all times.





## **7. WORKING HOURS: The expected working hours.**

7.1 37 hours per week

7.2 Working over a seven day working week is expected as per the rota set by your line manager.

7.3 Early morning, early evening and weekend shifts will be rostered for 5 days per week usually.

7.4 The College has a very busy conference trade therefore occasional extra hours will be required.





	Essential	Desirable
Qualifications, Experience and Background	<ul style="list-style-type: none"> <li>• Cleaning experience</li> <li>• Product knowledge and industry experience in a range of areas i.e. cleaning of accommodation, offices and meeting rooms.</li> <li>• Team Leadership experience</li> <li>• Experience of lone working</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaning experience working in a university college or equivalent</li> <li>• NVQ in Cleaning and Support Services</li> <li>• NVQ in Team Leading</li> </ul>
Technical Knowledge and Skills	<ul style="list-style-type: none"> <li>• Leadership skills</li> <li>• Basic IT Skills</li> <li>• Knowledge of COSHH</li> <li>• Knowledge of good manual handling practices</li> <li>• Employee training experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of setting up meeting rooms in a conference environment</li> <li>• Knowledge of Kinetix room book system</li> <li>• Good IT skills in using Microsoft Office</li> <li>• Motivational skills</li> <li>• Strong relationship building skills</li> <li>• Knowledge of working at height practices</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Personable and approachable manner</li> <li>• Good customer service skills</li> <li>• Strong self motivation skills</li> </ul>	
Other details	<ul style="list-style-type: none"> <li>• Strong oral skills</li> <li>• Strong written skills</li> <li>• Ability to use initiative</li> <li>• Ability to work independently and within a team</li> </ul>	



# HOW TO APPLY



For an informal chat please contact Aleksandra Kucharska, Housekeeping Operations Manager on 01223 768902 or email: [ak2262@robinson.cam.ac.uk](mailto:ak2262@robinson.cam.ac.uk)

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

**Closing date for applications: Monday 28 October at 9.00am**

**Interview date: To be arranged ad hoc with suitable candidates**





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Cambridge  
CB3 9AN

[careers@robinson.cam.ac.uk](mailto:careers@robinson.cam.ac.uk)  
[www.robinson.cam.ac.uk](http://www.robinson.cam.ac.uk)