Robinson College

Housekeeping Operations Manager

FURTHER PARTICULARS
About Robinson College

The College is a centre of academic excellence with about 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.

Purpose of the job

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

Reports to: Housekeeping Manager
Responsible for: Housekeeping Supervisors, Linen Room Coordinator, Team Leaders, Bedmakers, Housekeeping Operatives, Cleaners and Housekeeping Administrator
TASK LIST AND RESPONSIBILITIES:

Planning and Organisation
- To have day to day management responsibility for all housekeeping staff, to ensure housekeeping standards are maintained or improved across the whole college site.
- To organise staff rotas to ensure that the needs of the department and College are met.
- On a daily basis to ensure that staff absences are accounted for and all work is covered as per the area schedules.
- To identify when additional staffing is required, whether overtime, casuals or agency staff, and request authorisation from the Housekeeping Manager before actioning.
- To maintain records of the condition of all furniture, fittings, fabric and cleanliness and take appropriate action where required.
- To oversee the records relating to student information e.g. room inventories, special requests such as provision of fridges and long beds.
- To support the Housekeeping Manager and liaise with the Maintenance Manager to implement refurbishment programmes.
- To utilise Kinetix to manage rooms.
- Through the supervisors, ensure that all rooms are prepared to the required standard prior to student/guests arrival, to include meeting rooms and bedrooms.
- Through the Linen Room Co-ordinator ensure efficient liaison with the laundry contractors and ensure that supplies are at the required level at all times.
- Through the Housekeeping Administrator ensure that cleaning equipment and supplies are kept at the required levels.

Financial Control
- To support the Housekeeping Manager with departmental budgetary control and exercise financial prudence and acumen so that the budget is not exceeded.
- To source and purchase housekeeping sundries and equipment as necessary and within budget, keeping stock levels within agreed limits.
- To liaise with product and service suppliers to obtain cost-effective products and services.
- To support the Housekeeping Manager with sourcing furniture and equipment for refurbishment projects as required.
- Through the Housekeeping Administrator to ensure all invoices are accurate and promptly passed for payment within 21 days.
- To nominate suppliers based upon any policies/selection criteria in force.
- Not to exceed budget levels for staffing or any other expenditure.

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

Communication
- To notify the Conference Office, Head Porter or Maintenance of any problems with the rooms requested and to make alternative arrangements.
- On weekly basis, to liaise with the Housekeeping Manager, and the management team to ensure that everyone is up to date with plans for coverage of the department.
- To liaise with the College Maintenance team to ensure a timely response to resolving maintenance problems.
To lead some department meetings in conjunction with the Housekeeping Manager and attend internal College meetings as required.

Maintain accurate written records of communications and meetings.

To problem solve any issues that arise and communicate plans to all staff as necessary, including the Housekeeping Manager for information purposes.

Staff Management
- To assist the Housekeeping Manager with the staff recruitment process.
- To implement induction training with all new staff, ongoing training and support with all housekeeping staff.
- To oversee payroll information e.g. staff working time, and holiday sheets and submit in timely manner to the Payroll Office.
- To assist with recruiting vacation casuals (including students) prior to start of conference periods.
- To manage staff absences, implementing the college Managing Attendance Policy at the first level.
- To record and report all staff absences according to the college and department policies and procedures.
- To oversee accurate recording, storage and updating of training records and PPE issue records for all housekeeping staff.
- To oversee the regular appraisal of staff performance and the job review system.
- Not to agree terms and conditions outside of those set by College
- To oversee the regular appraisal of staff performance and the job review system.

Quality Control
- To keep a watching brief on students via the supervisors and bedmakers in relation to both pastoral and tutorial matter – e.g. to report on their health and welfare and any anti-social behaviour to the Housekeeping Manager, Tutorial department or the Dean
- To act positively to student complaints e.g. by referring the matter to the Housekeeping Manager, the Domestic Bursar, the Maintenance Department or by taking personal action.
- Operate a standards checking system for bedrooms and meeting rooms to provide a high standard of customer service to all customers
- Participate in the various accreditation schemes as appropriate e.g. Aim Higher, Visit England, ANUK

Legislation
To observe COSHH regulations at all times and manage the issue of hazardous materials effectively.
To ensure staff compliance with Risk Assessments.
To be rigorous in reporting possible hazard and/or equipment failure.
To support and maintain Health and Safety training programmes for the housekeeping staff.
To maintain up-to-date and accurate Health and Safety records for the Housekeeping Department.
To ensure the chemicals used in the department are within agreed safety risk levels i.e. no high-risk chemicals are introduced unless with prior agreement from the Housekeeping Manager.
To be aware of environmental implications in using cleaning substances to ensure the environmental integrity of the College is maintained.
To oversee the College housekeeping and chemical stores so that issue is controlled.
To ensure that waste is disposed in a responsible manner, recycling wherever possible within the agreed sustainability policy.

To ensure that the department has up to date records of all contractor legislation e.g. waste transfer notes, waste management licences, supplier certification.

Liaising with the Maintenance Manager to ensure that regular servicing takes place on all electrical equipment and that accurate records are kept.

To ensure that fire safety checks are carried out quarterly and report all findings to the Housekeeping Manager.

Security and Control
- Operate effective stock control with well managed schedules.
- To carry out quarterly stock checks and submit stock valuation reports to the Finance Manager, also recording it on the Housekeeping shared drive.
- Operate effective Linen control with well managed schedules.

Terms and Conditions

Hours
- Full time 37 hours per week

Working times
- Usually 7.30am – 4.00pm (3.30pm on Fridays)
- Shifts will be planned over a seven day working week according to business requirements
- Occasional weekday overtime may be required
- Some additional weekend work required
- Rostered for out of hours call out duty

Benefits
- 33 days annual leave to include statutory annual holiday and Bank/Public Holidays (Holiday restrictions: Generally not during Conference periods)
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| Qualifications, Experience and Background | • GCSE level of qualification (or equivalent) including passes in English and Maths  
• Experience of working within the cleaning industry |
| Technical Knowledge and Skills | • Good level of IT proficiency including Microsoft Word and Excel  
• Currently working in a supervisory role  
• Awareness of COSHH regulations |
| Interpersonal and Communication Skills | • Good written and verbal skills  
• Ability to maintain and demonstrate self-discipline, work standards, team work, and inter-departmental liaison  
• Self-motivated, highly organised and be able to prioritise workload and demonstrate use of initiative  
• Ability to manage staff and deliver results through people  
• Customer service focused with an ability to communicate appropriately with service users at all levels  
• Friendly and approachable manner |
| Additional Requirements | • Ability to produce and maintain accurate records  
• Good attention to detail  
• Ability to work in a demanding role and meet tight deadlines |