ROBINSON COLLEGE
STANDARD OF PERFORMANCE JOB DESCRIPTION

JOB TITLE Housekeeping Supervisor
RESPONSIBLE TO Housekeeping Manager

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

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 Day to day organisation and supervision of the housekeeping staff.
   1.2 Liaise with other Housekeeping Supervisor to arrange cover for areas due to
       holiday, sickness and other absences.
   1.3 Ensure staff are kept up to date with visitors and guests and check rooms are
       ready for the guests arrival.
   1.4 Carrying out regular checklists of all areas to ensure standards of safety,
       cleanliness and presentation are of the highest level.
   1.5 Follow up any requests or actions required relating to the areas you are
       responsible for, problem solving if necessary.
   1.6 Training and support new members of staff.
   1.7 Re-training of staff when necessary.
   1.8 Raising purchase orders for chemical stores and following up queries with
       suppliers when necessary.
   1.8 Assist with quarterly stock checks and termly linen stock checks
   1.9 Ensure the EPOS stock system is up to date and forward report to Housekeeping
       Manager at end of each quarter.
   1.10 Liaise with Linen Room Supervisor re: distribution of cleaning stores.
   1.11 Ensure that MSDS sheets, PPE records and Legionella records are kept up to
        date.
   1.12 Hold annual reviews with some staff.
   1.13 Provide cover when necessary and deputise for the Deputy Housekeeping
       Manager and Housekeeping manager when required.
   1.14 Work weekends during conference time as required.

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/proective 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/TECHNICAL 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 AND SALARY:** The expected working hours and pay
7.1 32.5 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.