Robinson College

Senior Housekeeping Operative - Part Time

FURTHER PARTICULARS
CLOSING DATE: 5 DECEMBER 2022
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.

Purpose of the job

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.

Reports to: Housekeeping Manager
Responsible for: N/A

SALARY AND CONDITIONS

- Part time, 30 hours per week
- Permanent
- Salary £17,007 (£10.85 per hour)

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 for qualifying employees
- 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
- Cycle to Work scheme
- Training and development opportunities
- Wellbeing support and advice
- 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
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.

- Cover cleaning for staff absences when required
- Work with Housekeeping Operations Manager to complete training paperwork for new staff
- Train new staff –working together in an area
- Liaise with Deputy Housekeeping Manager to oversee staff training records
- Liaise with Linen Room Coordinator to support with maintaining PPE records
- Attend meetings as a representative of the housekeeping department if required.
- Carry out area checks as required
- Cover some duties in absence of the staircase supervisor
- Cover some duties in absence of the hostel and meeting room supervisor
- Cover some duties in absence of the Linen Room Coordinator
- As required to provide cover for the housekeeping office when it is unmanned
- Admin tasks as required by Housekeeping Manager or Deputy Housekeeping Manager
- Cleaning of designated areas of the college to include accommodation, meeting rooms, teaching rooms, offices, toilets and public areas.
- To set up meeting rooms according to customer requirements.
- To set up bedrooms according to customer requirements.
- To sweep and keep clean and tidy designated external areas of the college.
- To ensure the required standards of cleanliness and hygiene are maintained at all times.
- To ensure cleaning stores areas are kept stocked and tidy at all times.
- To ensure equipment is used correctly and kept in good working order.
- To follow safe working practices to ensure the area of work is kept safe, clean and tidy at all times.
- To report faults and maintenance issues.
- To report ‘near miss’ incidents
- To adhere to health, safety and security regulations including fire regulations, COSHH, manual handling and working at height regulations.
- To engage with staff, students and visitors with a professional courteous manner
- To carry out any other task which is consistent with the aims of the post as requested.

PUNCTUALITY, ATTENDANCE & APPEARANCE:

- To be ready to commence duties at the appointed time.
- To remain on duty, productively working, until the appointed finishing time.
- To attend work as scheduled.
- 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.
- To dress in the required uniform/protective clothing or in accordance with the set Appearance and Dress Code.
JOB DESCRIPTION

PRODUCT/TECHNICAL KNOWLEDGE: The knowledge and experience required to carry out this job to the expected standard.
- To undertake training as required in order to develop and improve your knowledge and expertise.
- To be able to help and direct others accurately/correctly.
- To develop general knowledge of the College location and layout, other departments’ services and products and this department’s services and products.

ATTITUDE & BEHAVIOUR: Positive interaction with other members of the team, supervisors and managers. General demeanour whilst at work.
- To empathise with the individuals within the team to form positive relationships.
- Positively participate to help create a good team atmosphere.
- To be constructive in communication with others, be cooperative and helpful and be supportive as needed.
- Honest and trustworthy. Pleasant in nature.
- Keep your line manager advised of matters which may affect the smooth running of the department.
- Demonstrate an understanding of other departments’ requirements and be supportive and helpful to them.

HEALTH & SAFETY & OTHER LEGAL ASPECTS: The carrying out of duties so that self and others are not put at risk from general hazards.
- Operate in a manner so as to ensure that you do not put yourself or others at risk.
- Report any hazards that you observe.
- Adhere to the Health & safety policy and procedures at all times.

WORKING HOURS: The expected working hours.
- 30 hours per week
- Working over a seven day working week is expected as per the rota set by your line manager.
- Early morning, early evening and weekend shifts will be rostered for 5 days per week usually.
- The College has a very busy conference trade therefore occasional extra hours will be required.
## PERSON SPECIFICATION

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<tr>
<th>Qualifications, Experience and Background</th>
<th>Essential</th>
<th>Desirable</th>
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|                                           | • Cleaning experience  
• Product knowledge and industry experience in a range of areas i.e. cleaning of accommodation, offices and meeting rooms.  
• Team Leadership experience  
• Experience of lone working | • Cleaning experience working in a university college or equivalent  
• NVQ in Cleaning and Support Services  
• NVQ in Team Leading |

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<th>Technical Knowledge and Skills</th>
<th>Essential</th>
<th>Desirable</th>
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|                               | • Leadership skills  
• Basic IT Skills  
• Knowledge of COSHH  
• Knowledge of good manual handling practices  
• Employee training experience | • Experience of setting up meeting rooms in a conference environment  
• Knowledge of Kinetix room book system  
• Good IT skills in using Microsoft Office  
• Motivational skills  
• Strong relationship building skills  
• Knowledge of working at height practices |

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<th>Personal Attributes</th>
<th>Essential</th>
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|                     | • Personable and approachable manner  
• Good customer service skills  
• Strong self motivation skills | |

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<th>Other details</th>
<th>Essential</th>
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|               | • Strong oral skills  
• Strong written skills  
• Ability to use initiative  
• Ability to work independently and within a team | |