



<b>Job title</b>	<b>Housekeeping Supervisor</b>
<b>Grade and Salary:</b>	Sidney Sussex College Pay Scheme, currently £11.48 per hour which equates to £22,386 per annum for full-time.
<b>Responsible to:</b>	Head of Housekeeping Services and Assistant Housekeeping Services Manager.
<b>Hours:</b>	Full time, 37.5 hours per week. Hours will be designated by the line manager depending on the requirements of the College's operations and will be worked over 7 days.
<b>Holidays:</b>	33 days (inclusive of Public Holidays)
<b>Place of work</b>	All Sidney Sussex College owned property/sites in and around Cambridge; areas of work are designated by the line manager and may vary in and out of term time
<b>Pension scheme:</b>	The College offers membership of a contributory pension scheme provided by the Universities Superannuation Scheme (USS). Subject to age and earnings level, you will be auto enrolled into this scheme and you retain the right to opt out.

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**Purpose of the Job:**

The role of the Housekeeping Supervisor is to oversee and contribute to the work of the Housekeeping Assistants to ensure a high standard of cleaning is delivered throughout all areas of the College. This is a hands on role and it is expected that the Housekeeping Supervisor will support the Housekeeping Assistants as and when necessary and cover periods of illness or annual leave.

**Key Responsibilities**

The responsibilities of the job will vary in and out of term time. In addition to the full range of Housekeeping Assistant responsibilities, the Housekeeping Supervisor will have responsibilities in the following areas.

- Produce weekly rotas for the Housekeeping Assistants to ensure the correct levels of services are covered at all times
- Oversee the work of the Housekeeping Assistants by carrying out routine checks to ensure a high standard of cleaning is being delivered at all times and hygiene levels are maintained
- Ensure stocks are maintained and cleaning materials and equipment are being used efficiently
- Ensure all reported problems are dealt with in a timely manner
- Make sure all health and safety requirements are adhered to

- Provide support to the Housekeeping Assistants and House Porters as necessary, both in terms of their duties, any queries and cover during absence
- Assist the Head of Housekeeping Services and the Assistant Housekeeping Services Manager with the annual Performance Development Review process
- Monitor and manage sickness absence levels of Housekeeping Assistants
- Assist the Head of Housekeeping Services and the Assistant Housekeeping Services Manager with the recruitment, inducting and training of Housekeeping Assistants
- Keep abreast of changing health and safety requirements and related landscape and manage changes to policies and practices accordingly
- Be the first point of contact for users of the service in relation to any issues or concerns about the delivery of service
- Ensure that the housekeeping team is provided with and regularly updated on the necessary information about standards, policies and procedures
- To undertake any other reasonable request or duties commensurate with the role

The above is not an exhaustive list. The post-holder may be asked to take on different or additional duties as required and all employees are expected to work flexibly and collaboratively to support the overall goals of the College.

## PERSON SPECIFICATION:

	<b>Likely to include:</b>	<b>Desirable:</b>
Qualifications, experience and background	<ul style="list-style-type: none"> <li>• Experience of professional cleaning work in an educational or hotel establishment</li> <li>• Experience of supervising staff</li> </ul>	<ul style="list-style-type: none"> <li>• Accredited certification i.e. NVQ or other in Housekeeping</li> </ul>
Specific knowledge/skills	<ul style="list-style-type: none"> <li>• Knowledge of fire safety</li> <li>• Computer literate</li> <li>• Strong organisational skills</li> <li>• Effective communication skills</li> </ul>	
Personal attributes	<ul style="list-style-type: none"> <li>• Quality focus               <ul style="list-style-type: none"> <li>○ encourages high standards from others</li> <li>○ takes responsibility for own and others' work</li> <li>○ monitors and seeks to improve the quality of own and others' work</li> </ul> </li> <li>• People focus               <ul style="list-style-type: none"> <li>○ engages effectively with others within and outside the department to understand needs and respond accordingly</li> <li>○ adopts a consistent and fair approach</li> <li>○ responsive to users' needs and issues</li> </ul> </li> <li>• Leadership               <ul style="list-style-type: none"> <li>○ gives team members clear direction about what they are expected to achieve</li> <li>○ motivates and provides guidance and encouragement to others, and support as required</li> <li>○ is approachable and accessible</li> <li>○ tackles issues and problems swiftly and constructively</li> </ul> </li> <li>• Collaboration               <ul style="list-style-type: none"> <li>○ demonstrates commitment to working together</li> <li>○ encourages contribution and shows appreciation of what teamwork can achieve</li> <li>○ understands and uses resources within team for good of the department</li> </ul> </li> <li>• Resilience               <ul style="list-style-type: none"> <li>○ perseveres in trying situations but knows when to let go</li> <li>○ remains calm and composed under pressure</li> <li>○ is resilient in the face of obstacles</li> </ul> </li> <li>• Adaptability               <ul style="list-style-type: none"> <li>○ suggests improvements and is open to ideas other than own</li> <li>○ displays robust response to change</li> </ul> </li> <li>• Problem solving and decision making               <ul style="list-style-type: none"> <li>○ resolves issues constructively</li> <li>○ makes sound decisions</li> <li>○ understands when to make decisions with confidence and when appropriate to involve others</li> </ul> </li> </ul>	