TRINITY COLLEGE CAMBRIDGE

JOB DESCRIPTION

Job Title: Master's Housekeeper

Reports to: The Master (Dame Sally Davies)

Purpose of the role: To provide a professional and discreet housekeeping service to the Master and her family in their private rooms in College, D3 and Master's Study, D2. This is in place of the Master's Lodge, as it undergoes refurbishment.

Duties will include the cleaning and proper maintenance of the rooms to a high standard, laundry (including ironing) for the Master and her family/guests, and ordering and receiving required products and groceries (online).

Liaising with, as needed the Master's PA, College Catering and Works/Maintenance Departments.

The post holder will be required to maintain the highest standards of confidentiality, discretion and respect for the Master's home, family and guests.

Key accountabilities	% time spent
General cleaning and tidying to a high standard (dusting, polishing, wiping, vacuuming, washing and loading/unloading the dishwasher as appropriate) of the Master's suite of rooms (bedrooms, bathroom, shower room, drawing room, kitchen, breakfast room study, and gym room), DS and Study set (meeting room, study area, secretary's room, kitchenette and bathroom, D". This will include ensuring all surfaces are clean hygienic and safe (floors, desks, shelves, bannisters, tables etc.) and items of silver are cleaned regularly. Disposing of all rubbish from each room and ensuring that bins are maintained in a clean and hygienic manner. Maintain high standards of cleanliness and hygiene in bathroom, shower room and lavatories through frequent/daily cleaning including ensuring no build-up of hard water. Ensure the kitchen is tidied and cleaned each morning (loading/unloading dishwasher, cleaning pans etc.). Frequent washing of the floor and ensure that appliances such as hob, oven fridge and freezer cleaned/defrosted regularly. Prepare kitchen for use at the end of the day including leaving coffee machine, kettle, water softener topped up and cups clean and tidy.	50
Prepare guest bedroom including changing bed linen and towels in a timely manner and assist guests to ensure their comfort (including assisting with keys and gaining internet access etc.)	10

Wash, iron and put away all personal laundry in a timely manner, including clothing, bedding and other household linens (i.e. tablecloths) for the Master, her family and guests.	30
Check that ceremonial gowns are clean and ready for use at all times. Arrange for items to be dry cleaned and repaired when necessary.	2
Order cleaning products and other online shopping for the Master including Ocado. Receive, unpack and store goods as appropriate	5
Maintaining flowers in vases (topping up water or removing dead stems), Change tablecloths cleaning silver	2
Other tasks and roles as requested by, or on behalf of the Master	1
TOTAL	**100%**

The College reserves the right to make reasonable changes to the duties and requirements in the job description as necessary to meet the changing requirements of the post, reflect the use of new machinery or best practice.

PERSON SPECIFICATION

Knowledge and skills required

- Experience of providing high standard domestic/cleaning support to highly successful/professional individuals, their family and guests
- Able to demonstrate an appreciation of high presentational standards
- Ability to communicate well with Fellows, staff, and guests of the Master
- Able to demonstrate a background where tact and discretion has been required at all times
- Able to demonstrate a background where maintaining confidentiality has been essential.
- Able to use a PC or tablet for online shopping
- An understanding of health and safety issues, especially in relation to cleaning materials and processes.

Hours of work

Twenty hours per week, Monday to Friday. Working times by arrangement, with a preference for 0930 to 1330 daily. Additional hours may be required from time to time for which payment or time off in lieu will be given.

Other information

A work uniform will be provided, along with appropriate personal protective equipment where necessary.

Health and safety

All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

EMPLOYMENT DETAILS

Rate of Pay:	£15 per hour.
Hours:	20 hours per week.
Holiday:	25 working days per annum plus 8 public holidays.
Meals:	Free lunch is provided for staff whose duties cover this period when working in College.
Pension Scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Employee Assistance:	The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
Access to College:	The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.