

JOB DESCRIPTION

Job Title: Housekeeping Operations Manager

Department: Housekeeping

Reports to: Junior Bursar

Responsible for:

Deputy Housekeeper

Seamstress

Assistant Housekeepers

Linen Keepers

Handymen

Bedmakers

Purpose of role:

Manage, lead, and develop a motivated and trained housekeeping team over a large, historic, multi-site campus to ensure all the College's 1200+ rooms and surrounding areas, used by members of the College, their guests, external visitors and staff, are cleaned, serviced and maintained to a high standard.

The College operates within listed historical buildings and the job holder must ensure cleaning methods are appropriate for the buildings and furnishing and cause minimum disruption to its day to day running. The reputation of the College is paramount and housekeeping operations must be managed efficiently within the appropriate health and safety and industry standards.

Key responsibilities:

- Lead, develop and manage the housekeeping team to ensure that they deliver an efficient, effective customer focussed housekeeping service to members of the College, their guests and external visitors/conference delegates.
- Develop the College's cleaning and room servicing standards and ensure the housekeeping team adhere to them and operate within health, safety and industry standards ensuring that the cleaning and servicing methods used are appropriate for the College's historic buildings.
- Manage and oversee the auditing and standard checks of cleaning standards, risk register, risk assessments and H&S compliance within the department.
- Produce, lead, and manage the housekeeping budgets ensuring both internal and external Cleaning Services are engaged in the most effective and cost-efficient way and that they deliver services in accordance with the agreed specification.

- Oversee and manage the procurement of materials including liaison with product and service suppliers and ensure all equipment, including electrical appliances are serviced and tested as required.
- Work in partnership with Accommodation, Works, and Head Porter to ensure accommodation is cleaned and maintained to a consistently high standard.
- Chair and participate in a variety of meetings.
- Develop, and implement processes and protocols to manage the day-to-day housekeeping operations to facilitate the smooth running of the Department and undertake regular reviews to ensure it is fit for purpose.
- Oversee the management of external contractors engaged on servicing college rooms and surrounding areas to ensure that they meet provide the agreed service specification in terms of cost, time, and quality.
- Participate in the selection and appointment of Housekeeping Staff in consultation with the HR department.
- To act as nominated DBS checker for housekeeping staff and to a range of college departments.
- Liaise with Tutorial/Junior Bursar/Nurse on welfare and health issues and concerns regarding students.
- Liaise with HR on disciplinary, sickness absence, performance, and grievance issues.
- Manage housekeeping and College staff records, including induction, training, H&S, performance management, Performance Reviews. Maintain computerised records for attendance, holidays, and sickness using the College's Human Resource Information System Cascade.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the job or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Good level of general education (essential) • Recognised professional qualification (Hotel Management) (desirable)
Skills	<ul style="list-style-type: none"> • Excellent leadership and people management skills (essential) • Proven organisational skills (essential) • Good administrative and computer skills; proficient with the MS Office packages and databases(essential) • Excellent verbal and written communication skills(essential) • Capable of working with minimum supervision (essential) • Ability to Influence a range of senior stakeholders and building strong working relationships with them (essential) • Able to engage effectively with the team and a wide range of stakeholders (essential)
Experience	<ul style="list-style-type: none"> • Managing a large multi-site cleaning operation in an historic buildings context (desirable) • Previous experience in an administrative/management role (essential) • Experience of managing a wide range of stakeholders with differing housekeeping requirements (essential) • Experience of developing and managing budgets (essential) • Experience of engaging and managing contractors (essential) • Experience of managing staff including the appointment and performance reviews (essential) • Experience of DBS vetting (desirable) • Experience of working in an environment dealing with customer service and resolving complaints (essential) • Experience in facilities management, property management or hospitality sectors (desirable) • Experience of H&S legislation (essential)
Behaviours	<ul style="list-style-type: none"> • Leadership – provides a good leadership role model to the wider College team • ‘Can do’ attitude • Communicator – keeps team and stakeholders informed and updated about matters that affect them • Team player - able to develop effective working relationship with internal and external stakeholders • Excellent customer service focus – understands and manages customers effectively • Eye for detail • Calm and measured approach to work - able to manage a challenging workload to strict deadlines.

EMPLOYMENT DETAILS

Rate of Pay:	£46,000 - £51,000 per annum.
Hours:	36.25 hours per week worked Monday to Friday.
Holiday:	25 working days plus 8 public holidays.
Probationary period:	9 months.
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.
Private Health Care:	Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility.
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.
Cycle to work Scheme	Tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, up to a maximum value of £6,000. Staff are able to access this benefit after successful completion of their probationary period.
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.