Magdalene College
CAMBRIDGE

Housekeeping Supervisor
Job Description

The College

Magdalene College is one of 31 Colleges in the University of Cambridge and was re-founded by Thomas, Lord Audley in 1542. The College occupies a delightful riverside site and has an eclectic range of buildings dating from the fifteenth to the twenty-first centuries, including the Pepys Building, one of the more attractive in Cambridge. The College employs around 100 staff.

The College exists to provide and promote undergraduate and graduate education within the University of Cambridge, and also to provide and promote academic research. In support of these objectives, the College has various permanently endowed trust funds held for special purposes in connection with the development of College facilities, for scholarships and bursaries and for other educational purposes.

Further information is available from the College’s website http://www.magd.cam.ac.uk/

Purpose of the Job

The Housekeeping Supervisors ensure that the highest possible standard of housekeeping is achieved in College buildings within the allocated time, and supervise College housekeeping staff in this process.

The Supervisors communicate with the Head of Housekeeping regarding all departmental issues. Supervisors are required to work one weekend shift every four weeks, with additional shifts required during conference periods, according to a Supervisor’s rota with TOIL in return for hours worked.

Applicants will need to be experienced in supervising housekeeping staff and cleaning all areas of College according to daily instruction from Head of Housekeeping, ensuring all areas are to the required standard.
Housekeeping Services at the College

The College is home to a community of some 80 Fellows and 500 students, around 450 of which are housed in College-owned accommodation. The College provides a wide range of Housekeeping services to its members (students and fellows) and staff as well as to external conference clients.

The College has a thriving conference business which has been developed over the past few years which supports all major types of events from weddings; residential conferences; summer schools; and banqueting. The conference business takes place usually outside of the term and provides a significant financial contribution to the College’s academic mission.

<table>
<thead>
<tr>
<th>Conference</th>
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<tr>
<td>Weddings</td>
<td>Up to 25 per year</td>
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<tr>
<td>Summer Schools</td>
<td>7000 bed-nights or 1/3 of total turnover</td>
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<tr>
<td>Residential conferencing</td>
<td>Summer and Easter vacation period / ¼ of total turnover</td>
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<tr>
<td>Day meetings</td>
<td>Held throughout the year</td>
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<table>
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<th>Bedrooms</th>
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<td>500 units with over 80 <em>ensuite</em> rooms.</td>
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The Housekeeping Department is also responsible for the provision of internal room furnishings for the College and has to provide and manage the furniture stock.

The Role of the Housekeeping Supervisor

Housekeeping Supervisors will report to the Deputy Head of Housekeeping.

A brief organisation chart is given below:

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Head of Housekeeping
    ↓
Senior Handyman
    ↓
Seamstress  Area 1 Supervisor & Team  Area 2 Supervisor & Team
                    ↓
                               Master's Lodge Housekeeper
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Main Duties and Responsibilities

• Supervising and working with all housekeeping staff in the daily cleaning of all areas in College according to daily instruction from the Head of Housekeeping, ensuring all areas are maintained to the required standard.

• Supervising and working with all housekeeping staff in the deep cleaning and turnaround of student rooms and communal areas when occupants leave and the subsequent preparation, cleaning and servicing of guest and conference/summer school accommodation; according to instruction from the Head of Housekeeping.

• Report maintenance issues and repairs to the Head of Housekeeping or directly to the Assistant to the Clerk of Works.

• Ensure all Health and Safety regulations are adhered to and report any issues to the Head of Housekeeping and assist to carry out all risk assessments for the Housekeeping department and maintain records.

• Assist in the recruitment, training and development of all members of the Housekeeping team.

• Assist with the careful control of hired linen stock and issue the linen as required to the Housekeeping team.

• Assist with the careful control of departmental expenditure and the monitoring of stock for cleaning supplies within the Housekeeping department, issuing stock to the Housekeeping team as required.

• Use of computerised accommodation and conference booking system to ensure all College buildings and rooms are clean and ready for use.

• Working as part of the housekeeping team ensuring the smooth running of the Housekeeping Department.

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

Internal

• All catering/ conference/ buttery /housekeeping staff
• All Heads of department and staff
• College Officers, in particular Senior and Assistant Bursars, Development Director, Master and Members of the Fellowship
• All Students

Person Specification

Without being too prescriptive, it is expected that the successful candidate will have broad range of relevant sector experience, skills and knowledge to carry out the role successfully.

Knowledge, Experience and Education:

• Experience at a level in some or all of housekeeping/ conference / hotel/ hospitality sectors
• Experience in managing a workforce of over multiple employees
• Broad knowledge of cleaning equipment, supplies, and chemicals
• Organisational skills
• Demonstrating leadership of large and varied teams

Personal Skills and Abilities:

• Proven supervisory skills
• Good level of interpersonal skills so to develop effective working relationships within the organisation
• Capable communicator, both verbally and in writing
• Must be able to work under pressure with a range of competing deadlines
• Well organised and capable at forward planning
• A level of political awareness at different levels in the organisation
• Responsive to change and adaptable
• Innovative and a forward-thinking approach.
Salary and Conditions

- The post is offered at a salary of £15,876 per annum (£21,169 FTE).

- The post is part time (30 hours per week). Weekends are worked according to a rota, and time off in lieu is given. There may be a need to work occasional College events in the evenings and additional weekends, for which time off in lieu will be given.

- 25 days annual leave (excluding Bank Holidays).

- There will be a six month probationary period.

- The post-holder may, subject to meeting the enrolment criteria, be eligible to join the College’s auto enrolment pension scheme at the relevant time, with the option for enhanced employee and employer contributions following successful completion of the probationary period.

- Other benefits include cycle to work scheme, annual bonus and free meals (both non-contractual).

- The closing date is Friday 5 January 2018 at 9am and first interviews will be held week commencing 15 January 2018.

[DC/JW, Dec 2017]