Housekeeping Manager

Candidate Information Pack

May 2023
About Us

Magdalene College is one of the 31 Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are proud of our history, we are a thoroughly modern and forward-looking College.

There are roughly 600 undergraduate and postgraduate students in residence, 120 staff, 100 Fellows, and the Master who together make up our College community. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. There is a thriving extracurricular life in the College and we take pride in the high level of pastoral care offered to our students. Further information is available on the College website at www.magd.cam.ac.uk.

Department Information

The College is home to a community of some 100 Fellows and 600 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 and summer school 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.

Details of the College’s conference services and facilities are available at http://conference.magd.cam.ac.uk/

<table>
<thead>
<tr>
<th>Conference</th>
<th>Personnel</th>
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<tbody>
<tr>
<td>Weddings</td>
<td>Total Staff Up to 31 full and part time staff</td>
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<tr>
<td>Summer Schools</td>
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<tr>
<td>Residential conferencing</td>
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<tr>
<td>Day meetings</td>
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<td>Up to 25 per year</td>
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<tr>
<td>7000 bed-nights or 1/3 of total turnover</td>
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<td>Summer and Easter vacation period / ¼ of total turnover</td>
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<tr>
<td>Held throughout the year</td>
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<table>
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<tr>
<th>Financial</th>
<th>Bedrooms</th>
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<tbody>
<tr>
<td>Expenditure</td>
<td>£500,000 pa</td>
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<tr>
<td></td>
<td>500 units with over 80 ensuite 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.

Role Summary

The College seeks to appoint a full time Housekeeping Manager. The purpose of the role is to ensure that the Housekeeping department is run effectively, efficiently and the service is delivered to the highest of standards by the housekeeping team. The Housekeeping Manager will report to the Head of Building Services & Operations although there will be a wide range of relationships to maintain throughout the College.

The position is responsible for the cleaning of all College buildings at all times and also includes room set
up for internal and external College events and functions. All services are to be delivered in a manner to provide an excellent standard of customer satisfaction to all user groups.

The Housekeeping Manager will need to be experienced in overseeing the housekeeping department. An understanding of budgets and cost controls, effective training and staff supervision skills are also needed. In addition to the ability to ensure all tasks are completed in a timely and systematic manner.

The Assistant Bursar is responsible for co-ordinating activities for the College’s ANUK verification process. The post holder will also act as a point of contact for Housekeeping matters during ANUK inspections, working in support of the Head of Building Services & Operations.

A brief organisation chart is given below:

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<tr>
<th>Head of Building Services &amp; Operations</th>
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<tr>
<td>Headkeeping Manager</td>
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<td>Maintenance Manager</td>
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<td>Head Gardener</td>
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<td>Senior Handyman</td>
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<td>Senior Supervisor</td>
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<td>Team Leader</td>
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<td>Seamstress</td>
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<tr>
<td>Team</td>
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**Job Description**

**Main Duties and Responsibilities**

The main duties of the post include the following (this list is not exclusive):

**Leadership and Management**

- Lead and effectively manage the Housekeeping staff to ensure the highest standards are maintained with respect to room cleaning and servicing of public areas in the College
- Working with the Head of Building Services & Operations to set and deliver clear service standards, including monitoring of supervisory check sheets and spot checks
- Along with the Senior Supervisor and Team Leader ensure all Housekeeping staff are monitored effectively and evaluated to ensure high levels of productivity
- Work with the Senior Supervisor to ensure housekeeping staff are effectively allocated across the College’s estate
- Process clock cards/ time sheets and staff lieu time requests
- Ensure all housekeeping staff and any contractors visiting the site are fully conversant with and trained in all aspects of Health & Safety protocols, including risk assessments
- Along with the Head of Building Services & Operations, plan staffing resources effectively and efficiently throughout the year. Planning resources and logistics to support housekeeping services for summer schools, conferences and outreach events
- The induction, training, development and appraisal of all members of Housekeeping team. The Senior Supervisor may assist with appraisals
• Liaison with the Head of Building Services & Operations, Conference Manager and Accommodation Coordinator over student, guest and conference room allocations
• Communicate with staff on all aspects of Housekeeping, service standards and general update in College matters
• To carry out any reasonable management instructions

Financial Management (under the guidance of the Head of Building Services & Operations)
• To use all resources available (financial, human and physical) effectively and efficiently
• Ensure budgets are not exceeded and strict cost controls are adhered to at all times
• Process departmental invoices
• To be an assessor for ANUK (Accreditation Network UK), being involved in the College’s self-assessment of student accommodation.
• Conducting peer to peer visits of other College’s accommodation. Participating in the scheduling of this week and write reports assessing other College’s provision.

Other
• The purchasing and stock control of all cleaning supplies for the Housekeeping department and ensure the Housekeeping supervisors issue supplies to the staff as requested
• Assist with the purchasing, within agreed budgets, of soft furnishings and furniture in delegated areas in accordance with the planned refurbishments scheduled in the College
• Assist with the planning of refurbishments in terms of soft furnishings, mood boards, decoration, the scheme and vision
• Use of computerised accommodation and conference booking system to ensure College buildings are clean for use
• Reporting maintenance issues by liaising with the Head of Building Services & Operations to ensure work is carried out to comply with the student service level and maintenance agreements
• To develop and maintain room inventory system
• Oversee student laundry services including liaising with contractors
• Maintaining the student Period Products Scheme

Committees and Representative Bodies

• Heads of Departments meeting (internal management)

Key Contacts

Internal
• All catering/ conference/ buttery /domestic 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, in particular Student presidents

External
• Other college Housekeeping managers and relevant other college departments
• College suppliers (furniture and other supplies)
• Agencies for provision of temporary staff
• ANUK assessors
Person Specification
The following criteria are appropriate to this post:

Knowledge and Experience
- Experience at a managerial level in some or all of housekeeping/conference/hotel/hospitality sectors
- Experience in managing a workforce of multiple employees
- Broad knowledge of cleaning equipment, supplies, and chemicals
- Excellent organizational skills and the ability to develop and present department action plans for differing events/occasions
- An experienced manager, demonstrating leadership of large and varied teams
- Evidence of setting service standards to provide excellent customer service
- A good standard of general education
- Experience of working within an agreed budget.

Personal Skills and Abilities
- Proven leadership and management skills
- High level of interpersonal skills so to develop effective working relationships within and outside the organisation
- A positive and motivational style of management
- Capable communicator, both verbally and in writing
- Good IT skills, able to use standard programme such as Microsoft Outlook, Word and Excel
- Independent working style and is able to generate own ideas to solve problems
- Must be able to work under pressure with a range of competing deadlines
- Well organised and is strong at forward planning
- A level of political awareness at different levels in the organisation
- Responsive to change and adaptable

Remuneration and Benefits

Remuneration
The post is offered at a salary of up to £35,504 per annum.

Hours of Work
The hours of work are 40 hours per week. (There will be a need to attend College in the evenings and at weekends on occasion)

Holidays
The College offers full time members of staff 33 days leave a year, including bank holidays. This is pro-rata for those who are not full time.

Pension
The post holder will join the College’s auto enrolment pension scheme with generous additional contribution options on completion of probationary period.

College Facilities for Staff
Staff are able to use the College gym which consists of a weights gym and a room with cardio equipment. The College also has a squash court and Eton Fives court. These can be booked through the Porters Lodge. Basketball, tennis and volleyball courts along with football Astro pitches can be booked through St John’s College.
Magdalene is registered with Cycle Scheme, a tax-efficient scheme for buying a new bicycle.

During the summer staff may use the College punts for up to two hours. These should be booked through the Porters Lodge.

The College has a social committee who run events for staff, including the annual day trip which is open for all staff to attend.

**Meals**
All staff working a shift of a minimum of 4 hours per day are eligible to take a free lunch. This includes permanent staff and those on a fixed term contract. The value of the meal is up to £5.90 per day which equates to over £1300 per year for those working in College 5 days a week.

**Family Friendly Policies**
The College offers enhanced maternity, paternity and adoption pay as well as generous sick pay for those who have more than six months service. This is in addition to the flexible working policy. More details on all of these are in the Staff Handbook.

Staff are eligible to use the Tax-Free Childcare Scheme recently introduced by the government to replace Childcare Vouchers.

**Probationary and Notice Period**
There will be a six-month probationary period. Upon successful completion of the probationary period, the notice period will be one month.

**How to Apply**
Please download and complete both parts of the application form from the College website at www.magd.cam.ac.uk/about/vacancies/non-academic.

Send your completed application by email to the HR Manager, Hannah Millward, at hr@magd.cam.ac.uk.

The College postal address is:
HR, Magdalene College, Magdalene Street, Cambridge CB3 0AG

**Enquiries**
Further enquiries about your application may be made by email to hr@magd.cam.ac.uk

**Closing Date**
9am 17th June, but this may close earlier if a suitable applicant is found.

**Interviews**