VACANCY: ASSISTANT HOUSEKEEPER

Wolfson College is one of the 31 Colleges in the University of Cambridge and provides an academic home for over 900 students aged 21 or above, 200 Fellows, 300 senior members and 100 staff. There are more than 450 residential units on site, housing over 500 residents. The College is the most cosmopolitan in Cambridge, which, together with its egalitarian ethos, helps to create a very friendly working environment. Full details of the College are available at www.wolfson.cam.ac.uk

The College takes pride in keeping its rooms, public areas and offices cleaned to a very high standard. We now seek an Assistant Housekeeper with the professionalism, commitment and experience to work within our Housekeeping team.

The successful candidate will have good organisational skills; experience of working within a team; the ability to make decisions whilst maintaining a very high level of professionalism; the ability to remain calm whilst working under pressure; a passion for housekeeping and cleanliness.

HOW TO APPLY

Please complete a Wolfson College Application Form and send it, with a covering letter setting out why you feel you are suitable for this role, to arrive by 12.00 Midday on Friday 15 June, to:

Mrs Sally Cullen (ref. Assistant Housekeeper)
HR Manager
Wolfson College
Barton Road
Cambridge CB3 9BB or by email to: jobs@wolfson.cam.ac.uk

Your Interview will take place on a suitable date, to be confirmed.

TERMS AND CONDITIONS

Starting salary: The starting salary for this post will be £22,096 per annum

Benefits: Membership of the NOW pension scheme (www.nowpensions.com), with employer contributions of up to 13%;
Death-in-service benefit of two times salary;
25 days’ holiday per year, plus public holidays;
Membership of a healthcare cash plan;
Free staff lunch when the College kitchens are open;
Free parking;
Use of the College Gym and Library.
The College operates a childcare voucher scheme for staff

Days/Hours: 40 hours per week; 8am to 4.30pm, with half an hour’s lunch break. Some weekend work will be required occasionally, as dictated by the business of the College

Term of appointment: The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be two months on either side.

Wolfson College is an Equal Opportunities Employer
Job Description

This job description is a guide to the work the post-holder may be required to undertake, but does not form part of the Terms & Conditions of Employment and may change from time to time to reflect changing circumstances.

Job title: Assistant Housekeeper

Responsible to: Housekeeper, Accommodation & Housekeeping Manager

Job role: The role of the Assistant Housekeeper is to help the Housekeeper to organise the day-to-day running of the Housekeeping Department. This will be achieved by assisting with the management of the Housekeeping staff, ordering and organising of cleaning materials/products and helping to ensure that the duties of the Housekeeping Department are carried out efficiently and professionally. This department has approximately 30 members of staff who are responsible for cleaning the College public areas, meeting rooms and 450 bedrooms.

General duties and responsibilities include:

- Helping to manage the Housekeeping Office and organise the distribution of cleaning materials and ensuring stock control.
- Answering general queries from staff.
- Dealing with enquiries from students, colleagues and customers as necessary.
- Helping ensure that maintenance requirements are reported, followed up and resolved.
- Organising the supply, storage and control of linen.
- Checking guest rooms are ready and meet required standards and informing the Porters when clean rooms are available to check-in for customers.
- Cleaning duties to cover absences and high demand periods.

Management responsibilities:

- To form a strong relationship with the housekeeping team, and other staff and managers, to improve and develop the service within the College.
- Liaise with the Accommodation & Housekeeping Manager on all aspects of managing the bedroom stock, as and when required.
- Administrative duties include the completion of time sheets, return to work following absence due to sickness forms and stock control sheets. Sending emails as required to students/members of staff informing them of changes to rotas and other information.
- To maintain good relationships with College members, members of the University, customers and suppliers.
- To direct, motivate and train all Housekeeping staff ensuring they can perform their duties effectively and to the required standards providing an environment for staff development.
- In conjunction with the Housekeeper, to ensure that optimum use is made of staff resources, coupled with the need to keep overtime and casual staff costs as low as possible.
- To understand all personnel requirements such as the computerised clocking in system, annual leave, sickness and legislative training.
- Along with the Housekeeper and as part of regular team meetings, to have structured and frequent communication, both formally and informally, with the Housekeeping staff to ensure they are well versed on college policies and standards, which should be constantly achieved with a team spirit.
• To complete annual staff job reviews for your department.
• The uniform provided to the Housekeeping staff must be kept presentable and worn when on duty. The uniform remains the property of the College.

Health & Safety:
• To ensure the Housekeeping department complies with all necessary statutory health & safety legislation.
• To assist the Housekeeper in ensuring staff are properly dressed.
• To assist the Housekeeper in ensuring absence from work due to illness is properly documented before staff are allowed to return to work.
• To ensure the department first aid boxes are maintained properly and that a first aider attends all minor accidents, and that all accidents are formally recorded using the Accident/Near Miss forms.
• All staff must adopt a responsible attitude towards health and safety and comply with any procedures 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.

Finance, Purchasing and Cost Control:
• To cost and price projects and expenditure to achieve the required margins.
• Ensure wastage is monitored, controlled and kept to a minimum.
• To negotiate best prices with suppliers and to keep stock levels at their lowest possible level, consistent with purchasing lead times.
• To maintain housekeeping stores in a proper and secure condition ensuring items are efficiently stored keeping levels to a minimum.
• Order all items of stock and ensure the proper management of delivery notes and invoices is in place for the checking and receipt of incoming goods.

Additional responsibilities:
• To attend the Heads of Department meeting and any other meeting that may require your attendance in the absence of the Housekeeper.
• To liaise with College members; external suppliers; external clients; Housekeepers from other Colleges/Universities; on housekeeping matters, where necessary.
• To undertake any other reasonable duties arising in the Housekeeping department as directed by the Housekeeper, Accommodation & Housekeeping Manager or Domestic Bursar.

Special Conditions of Service:
• Holidays must be taken in agreement with the Housekeeper and Accommodation & Housekeeping Manager taking into account the holiday rota for the Housekeeping department.
• All leave, including unpaid leave, must be requested and authorised before you can consider it confirmed. The College reserves the right to refuse requests due to the business needs of the College.
Person Specification: Assistant Housekeeper

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications, Experience and Background</strong></td>
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<tr>
<td>- Experience and knowledge of working in a Housekeeping role</td>
<td>- Trained to NVQ Level 2 in Housekeeping</td>
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<td>- Experience of working under your own initiative</td>
<td>- Trained in Manual Handling</td>
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<td>- Experience of supervising cleaning staff</td>
<td>- Formal recognised training in supervisory skills</td>
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<td><strong>Technical Knowledge and Skills</strong></td>
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<td>- Good level of IT Skills – Microsoft Office (Word, Excel, Outlook) Database entry</td>
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<td>- Able to work to a high standard of cleanliness</td>
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<td>- Knowledge of, and able to work with, chemicals – COSHH trained</td>
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<td><strong>Personal Attributes</strong></td>
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<td>- Able to communicate with all levels of personnel</td>
<td>- Flexible attitude to differing work patterns and a willingness to work with different colleagues</td>
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<td>- High level of spoken English (this is essential to carry out the duties of the position and for Health and Safety training)</td>
<td>- Able to work extra hours to cover absenteeism</td>
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<td>- Reliable and punctual</td>
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<td>- Trustworthy</td>
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<td>- Able to give and follow clear instructions</td>
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<td>- Flexible and shows initiative</td>
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<td>- Able to lead and motivate a team of staff</td>
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<td><strong>Team and Management of Work Skills</strong></td>
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<td>- Able to work as part of a team as well as under own initiative</td>
<td>- Able to adapt to different areas within the College environment</td>
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<td>- Able to communicate with your colleagues, departmental and College management teams</td>
<td>- Able to interact with other departments at the appropriate level</td>
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<td>- To be a good ‘team player’</td>
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<td>Other</td>
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<tr>
<td>• Able to work unsupervised, to manage time well and to meet strict deadlines</td>
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<td>• Able to communicate orally with high level of spoken English</td>
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<td>• Able to carry out the duties of the position, which include lifting and bending, moving furniture, and other aspects of manual handling</td>
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<td>• To try to achieve high standards through personal commitment</td>
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