

## Newnham College Job Description



<b>Job Title:</b>	<b>Housekeeping Supervisor</b>
<b>Reporting to:</b>	Deputy Housekeeping Manager and ultimately to the Head of Department, the Housekeeping Manager
<b>Significant working relationships:</b>	Housekeeping Manager and Housekeeping team, Conference and Events team, Porters and Domestic Bursar
<b>Place of work:</b>	Newnham College and associated properties
<b>Tenure:</b>	Permanent
<b>Hours:</b>	Full-time 37.5 hours a week, working alternating early and late shifts with the second Supervisor. Weekends are also worked on an alternating basis, with days off in the week when on duty at the weekend.
<b>Salary:</b>	Spine point 27 on the University's single salary spine, currently £25,433, rising to £25,733 from 1 March 2025.
<b>Holidays:</b>	33 days including 8 public holidays
<b>Pension:</b>	The College offers membership of USS (Universities Superannuation Scheme) with a current employer contribution rate of 14.5%
<b>General terms and conditions:</b>	This post is subject to proof of the right to work in the UK and governed by the provisions in College staff handbook, policies and procedures which may change from time to time. Confirmation in post is subject to satisfactory references and the successful completion of a 6-month probationary period, after which the notice period is 1 month.
<b>Main purpose of role/Overview:</b>	
<p>This role is one of two Housekeeping Supervisors, one working an early shift and the other a later shift, who report directly to the Deputy Housekeeping Manager and in her absence, the Housekeeping Manager. This is a varied and challenging role in which the Supervisors assist in the day-to-day running of the department, working as part of the housekeeping team in keeping the College clean and tidy and supervising and training their colleagues to ensure the highest standards are met and maintained. Working alternate weekends, with days off in the week where this is the case, flexibility is required.</p>	

**Main duties and responsibilities:**

- To help plan the work of the department to ensure high standards of work and service from all team members, which will involve undertaking cleaning audits of different areas and reporting back to the Deputy Housekeeping Manager.
- To lead a team of Domestic Assistants and provide them with support and guidance.
- To undertake cleaning duties and relief cover for sickness and holidays.
- To observe Health and Safety legislation and procedures at all times, reporting any faults, defects or operational issues as appropriate.
- To assist the Deputy Housekeeping Manager in the recruitment, induction and training of new staff and new casuals.
- At the end of term, once the students have vacated their rooms, these are cleaned by the Domestic Assistants, overseen by the supervisors, ready for Conference guests or students returning to college.
- To ensure all equipment is in good working order and to deal with issues as they arise.
- To organise and conduct training sessions as required, ensuring that all training is correctly recorded.
- To deal with all complaints quickly and professionally.
- To support the Deputy Housekeeping Manager in the performance of their duties, and provide cover in their absence.
- To remain flexible in order to react to the sometimes quickly changing needs and requirements of the department.
- To ensure that cleaning chemicals tools and equipment are used appropriately by team members and that supplies are ordered in time.
- Assisting with the organising and overseeing the domestic team as they carry out Spring and periodic cleaning of bedrooms and kitchens.
- Ensuring all areas are covered by managing the team's hours effectively.

**General**

- To take part in the College's appraisal scheme and to undertake training as required.
- To be responsible for your own health and safety in the workplace.
- To comply fully with all the College's policies including health and safety, equal opportunities and data protection.
- To undertake any other reasonable request or duties, commensurate with this post.

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

## Person Specification

	Essential	Desirable
Qualifications, experience and background	<ul style="list-style-type: none"> <li>• GCSE or equivalent, including Maths and English.</li> <li>• Experience of working as a supervisor or ready to take this step.</li> <li>• Experience in a similar service-based sector where a strong customer focus and high degree of professionalism are key.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with young people or in an education/campus environment.</li> <li>• Experience of working in the security or hospitality sectors.</li> <li>• First aider or willingness to train.</li> </ul>
Specific knowledge/skills (technical)	<ul style="list-style-type: none"> <li>• Good communication skills, both written and verbal.</li> <li>• Computer literate with Microsoft Office skills including Word, Outlook and Excel.</li> <li>• Excellent organisational and prioritisation skills.</li> <li>• Ability to take and give instructions clearly and follow up to see they are carried out to the required standard.</li> <li>• Able to motivate a diverse team.</li> <li>• Ability to work calmly and accurately under pressure.</li> <li>• Ability to work well as part of a team and using own initiative.</li> </ul>	
Personal attributes	<ul style="list-style-type: none"> <li>• Conscientious, enthusiastic and a self-starter.</li> <li>• A willingness to work flexibly within a fast-changing environment.</li> <li>• Courteous, diplomatic and discrete.</li> <li>• Helpful and friendly approach.</li> </ul>	