

**PEMBROKE COLLEGE**

**JOB DESCRIPTION/PERSON SPECIFICATION**

|  |
| --- |
| **JOB TITLE: ASSISTANT HOUSEKEEPER** |

*This job description and person specification outlines the key accountabilities of, and output required from, the post holder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

|  |  |
| --- | --- |
| **Department:** | **HOUSEKEEPING** |
|

|  |  |
| --- | --- |
| **Organisation Chart:** |  |
|  | Bursar |
|  | 🡫 |
|  | Operations Manager |
|  | **🡫** |
|  | Housekeeper  |
|  |  |
|  | Assistant Housekeeper |

 |
| **Purpose of the Job:**  | To support the Housekeeper and Operations Manager in ensuring that the highest possible standard of housekeeping is achieved across College sites within the allocated budget. |
| **Responsible to:** | Housekeeper. |
| **Responsible for:** | * To deputise for the Housekeeper and other staff as necessary during periods of absence and during vacation periods.
* To ensure the continuation of all services during periods of absence through personal involvement and/or delegation and to assist in the organisation of staff rotas.
* To manage stocks of College linen, equipment and consumables
* To assist with the induction and training of new team members.
* To lead on the attainment of the required cleaning standards, the quality control and auditing processes and the recording of the outcome of auditing processes to facilitate appropriate remedial action being taken
* To continually strive to improve standards and efficiency
 |
| **Location:** | The Linen Room, and across all College properties. |
| **Hours of Work:** | Monday to Friday – Hours as per contract |
| **Qualifications:** | N/A |
| **Skills:** | * Excellent organisational and communication skills.
* Efficient record keeping.
* Attention to detail
* Ability to lead and manage the work of a team of staff.
* The ability to prioritise and organise own and others day to day operations to meet College priorities
* To positively support visitors, Fellows, staff, and students.
* A good team worker
 |
| **Work Experience:** | * Minimum of 5 years supervisory experience in the cleaning/hospitality sector.
* Proven experience of supervising and organising a team of staff.
* Practical experience of cleaning processes and materials
* Sound understanding of risk assessment and safe methods of working
 |
| **Budget Responsibilities:** | **N/A** |  | **Annual Budget** |
| **Main Duties and Responsibilities** | **Time/Frequency** |
| **1** | To establish processes to achieve the required standards | **As necessary** |
| **2** | To monitor and audit cleaning processes and the standards achieved | **As necessary** |
| **3** | To maintain accurate records including quality audits, non-term time rotas, staff absence, time sheets | **As necessary** |
| **4** | To support the Housekeeper with office administration processes | **As necessary** |
| **5** | To undertake some staff Appraisals and uphold College rules in accordance with the staff handbook and Policies | **Daily** |
| **6** | To work with and Support the Housekeeper and (Room Bookings Administrator/Supervisor) to ensure that rooms are booked, prepared prior to occupation and that any faults are reported and rectified | **As necessary** |
| **7** | To assist the Housekeeper as required. | **As necessary** |
| **8** | To undertake hands on cleaning functions as part of staff training and during limited periods of staff shortages |  |
| The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke College reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder.  |
| **Job Description prepared by:**  | **Robert Griggs** |
| **Date:** | **November 2019** |

|  |
| --- |
| **PERSON SPECIFICATION** |
|  | **Essential** | **Desirable** |
| **Qualifications/academic achievements/education**  |  |  |
| **Skills/knowledge/training** | * Supervisory skills
* Effective Communicator verbally and in writing

Ability to; -* Lead
* Prioritise
* Make Decisions
* Listen
* Conscientious and reliable
* Observant and able to report and take follow-up action to rectify issues
* Flexible and responsive
* Ability to review and develop services in order to improve quality and efficiency
 |  |
| **Experience – type and depth of experience required to do the job** |  | * Ability to attend and contribute to meetings with the senior management team
 |
| **Personal attributes** | * Clean, tidy and presentable at all times
* Hardworking
* Ability to use and move cleaning equipment and materials
 |  |
| **Special Conditions (e.g. must hold driving licence/able to work weekends)** | * Available to work on occasional weekends
 |  |
| **Membership of a professional body** |  |  |
| **Confidentiality** | * Able to operate in a confidential manner when appropriate
 | * Able to conduct confidential meetings with staff members
 |
| **Person Specification prepared by: Robert Griggs** **Date: November 2019** |