This is an exciting opportunity for a Housekeeping Manager to join the Hughes Hall team in this key role.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Housekeeping Manager</th>
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<tbody>
<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<tr>
<td>Reporting to</td>
<td>Head of Domestic Operations</td>
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<tr>
<td>Contract Type</td>
<td>Permanent, Full Time</td>
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<tr>
<td>Probation Period</td>
<td>Six months</td>
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<tr>
<td>Annual Salary</td>
<td>£30,046 (Spine Point 38 on the University’s Single Salary Spine)</td>
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<td>Hours of Work</td>
<td>37.5 hours per week including weekends on a rota basis.</td>
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<tr>
<td>Annual Leave</td>
<td>Annual paid leave of 25 days plus public holidays. Pro rata for part time members of staff.</td>
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<tr>
<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt out at any time.</td>
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Hughes Hall is one of the 31 Colleges of the 800-year-old University of Cambridge, with a unique character that comes directly from our members. We’re one of just four Cambridge Colleges dedicated to undergraduates aged 21 and over and postgraduates. That gives Hughes Hall a very different feel from Colleges with younger students.

We’re the second-largest College for postgraduates, but we also have around 100 undergraduates and medical students. Overall, we have around 700 student members and 200 senior members.

We’re one of the most international Cambridge Colleges. We have students from more than 75 countries, and our senior members also come from all over the world. They include top academics, leading figures from government and the third sector, and senior executives in business, finance and law.

Hughes Hall is a College that bridges the academic and external worlds. Our mission is to use academic learning to bring about real change and growth in the world.

We started out as a women-only College for schoolteachers. Over time, we’ve widened both our student profile and our teaching. Today, we welcome students from every background and every part of the world, many of whom are looking for a new direction in study, work or life.
We cover every subject, but we focus strongly on five areas that are all about solving real-world problems through training professionals and studying their associated academic disciplines: law (with philosophy); business (with economics); medicine (with the life sciences); engineering (with computer science, mathematics and physical sciences) and education (with social sciences).

Our atmosphere is open, friendly and communal. We don’t put up any barriers between students, academics and staff. Everyone works, talks and eats together. Unlike most Colleges, Hughes Hall does not have a High Table reserved for Fellows at mealtimes.

The College’s senior membership and staff form a diverse and experienced oversight, management, and support team for the College. The senior membership of Hughes Hall comprises a broad range of professional academics at all stages of their academic careers, from early career researchers developing their research profiles, to established Professors directing world-class projects and departments. The College’s Governing Body, which has overall responsibility for the College and is the committee of charity trustees for the College as a charity, is made up of a core group of ‘Fellows’. However, the broader senior membership, made up of Honorary, Life, and Quondam Fellows, as well as By-Fellows, Associates, Research Associates, and Visiting Scholars incorporates a wide range of scholars and professionals into the intellectual and communal life of the College. As a group, referred to collectively as the “senior membership”, these individuals represent the core academic, cultural and institutional leadership of the College community.

The wider community of staff includes individuals experienced in the wide range of skills and day-to-day support functions required in a large and complex educational institution.

**Job Purpose**
The Housekeeping Manager is responsible for the management of all processes and procedures within the Housekeeping Department. They provide guidance and support for the members of staff and the supervisory team, ensuring all tasks are organized and run as efficiently and cost effectively as possible, and providing the highest standards of cleanliness.

**Main Duties**

**Operations**
- Plan and manage the cleaning and turnaround of summer rooms
- Ensure correct standards of customer care are maintained within the Housekeeping team.
- Check and maintain correct cleaning standards of public areas, bedrooms and corridors of allocated areas.
- Maintain regular and effective briefing sessions with the team members.
- Plan and ensure that routine and periodic cleaning to College areas.
- Monitor maintenance defects and liaise with Maintenance Manager to ensure works are carried out in a timely manner.
- Ensure that operating practices are respected, providing training and coaching when necessary.
- Develop procedures and processes as necessary, assisting in the team training and communication of these procedures.
- Ensure bedrooms are audited on an annual basis.
• Ensure that all college property is correctly used.
• Uphold college uniform standards and ensure compliance of all Housekeeping Team Members.
• Deal with any guest/student/colleagues complaints in a timely and effective manner.

**Health & Safety**
• Have knowledge of the COSHH regulations in relation to cleaning materials, ensuring that all materials are used and stored in compliance with these regulations
• Understand and ensure that all emergency and security procedures are complied with at all times.
• Plan, implement and record the training of the team members ensuring compliance with the College’s Health & Safety Policy/Emergency Procedures and to meet statutory obligations.
• Comply with all current Health and Safety at Work Regulations
• Uphold and enforce safe working practices and procedures across the department.

**Personnel & Training**
• Recruitment of staff to prescribed levels and manage and participate in their induction process.
• Manage and motivate staff to encourage and obtain maximum commitment and efficient service.
• Manage team management performance by identify personal development or training required.
• Ensure that all new housekeeping starters are fully trained and integrated following the departmental training plan.
• Ensure the completion of annual development reviews for the housekeeping team.
• Implement and support any personal development needs within the team.
• Provide feedback to team members and supervisors on their performance and conduct at work.

**Financial**
• Ensure the management of the stock controls of housekeeping items and linen.
• Ensure the completion of monthly stock takes of housekeeping stock.
• Prepare and manage the housekeeping budget.
• Control costs in line with budget.
• Complete weekly orders as requested.
• Complete weekly timesheets and enter onto payroll summary sheet.

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.

**Person specification**

<table>
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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Education and Experience</strong></td>
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<tr>
<td>Previous management experience</td>
<td>NVQ Level 3 or equivalent</td>
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<tr>
<td>General understanding of word and excel</td>
<td>2 years Supervisory /Management</td>
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Excellent understanding of Housekeeping practices

**Skills and Abilities**

Ability to prioritise workload and work to deadlines, managing time effectively

Willingness to proactively embrace change and be flexible

Ability to work effectively as part of a team as well as on own initiative

Ability to delegate and follow-up

Ability to motivate and develop a team showing leadership and empathy

Problem solving, with the ability to work collaboratively

Attention to detail

Experience

Experience of working in a complex work environment

**Skills and Abilities**

Understanding of budgets and financial control

All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with college’s Staff Handbook, Health & Safety Policy and all relevant procedures.

**Screening Check Requirements**

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

**Application Process**

To submit an application for this vacancy, please complete the job application form and include a covering letter outlining your reasons for applying for the role. Please also complete the College’s Equality and Diversity Form. These should be emailed to hr@hughes.cam.ac.uk. The closing date for applications is 20 January 2020 at 9am. Interviews will be held at Hughes Hall, Cambridge.
Any information given will be processed for employment selection and statistical purposes. You will find all of the relevant Data protection Statements on our website at https://www.hughes.cam.ac.uk/about-us/foi-publications/ and also on page 7 of the application form.

For an informal discussion about the post, please contact the Kathryn Smart, Head of Domestic Operations on domestic.operations@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on hr@hughes.cam.ac.uk.