



1 Main Conditions of Service

Job Title:

Department: Domestic - Housekeeping

Responsible to: **Home Bursar**

Reports on a day-to-day basis to: **Home Bursar**

Responsible for: Housekeeping staff

Annual Salary: £31,200

Hours of Work: 40 hours per week. Normally Monday to Friday, but on occasions weekend working will be required.

Leave Entitlement: In addition to public holidays, this appointment carries with it a leave entitlement of 25 days

Bank Holidays which fall within the full term of the University of Oxford are worked, for which time off in lieu will be given

5 days of the entitlement are to be taken during the College's Christmas closure period, 5 days during the Easter closure.

Other Benefits: Lunch without charge when served on days on which the post-holder is on duty.

Appraisal: This post is subject to the College's appraisal procedures.

Probation: The post is subject to a six-month probationary period.

Notice: This appointment may be terminated by either side by giving three months' notice in writing (one month's notice during probation)

2 Purpose and Duties of the Post

2.1 Purpose

The post holder will be responsible for overseeing all aspects of the Housekeeping department at one of the largest colleges within the University of Oxford. In addition to its academic mission, St Catherine's also has an enviable reputation as a conference provider of the highest quality, and the role of the Head Housekeeper is thus to ensure that the Housekeeping department operates efficiently and that it provides the highest levels of service to all its customers – namely, Fellows, students, staff and conference guests.

Reporting to the Home Bursar, the post holder will be one of a tier of service managers responsible for the successful implementation of a set of common professional standards within the domestic operation of the College. As such, a key part of the role is to liaise closely with other managers within the College, particularly those in the Maintenance team, Conference and Accommodation Office.

In addition to the management of a large team, the post holder will be responsible for promoting service levels that maintain rooms to core standards of cleanliness, hygiene and security, both on the main College site and also in properties owned by the College. They will ensure best practice in meeting health and safety requirements, and will also monitor stock levels and maintain them according to the needs of the College.

2.2 Main Duties

Staff Management

- To be responsible for all aspects of the daily management of the permanent and temporary staff within the Housekeeping team (e.g. recruitment, appraisals, training, etc), and to organise and manage staff work load in accordance with the needs of the College.
- To conduct annual appraisals for Housekeeping staff.
- To ensure that all staff are aware of college procedures (sickness, leave, etc), and that they comply with rules set out by the College.
- To ensure that all Housekeeping staff receive training relating to Health and Safety issues, including COSHH/ manual handling/ fire, etc.
- To maintain and monitor records relating to sickness absence, annual leave, etc, and to supply this information to the Personnel Advisor in a timely manner.

Room maintenance

- To ensure that all College rooms are cleaned and maintained to the required standards, and that any defects are reported to, and dealt with by, the Maintenance team.
- To ensure that communal areas, (e.g. SCR, JCR, Gym, Music house, etc), seminar rooms and lecture theatres are cleaned and maintained to the required standards, and that any defects are reported.
- At the end of each term to make a detailed check of all rooms and kitchens, report any defects and enter room information on to rooming data base. To ensure that the detailed spring clean and housekeeping maintenance programme is adhered to on a termly basis (including carpet shampooing, mattress replacement, JCR chairs, etc).

- To ensure that the St Catherine's House is cleaned and checked regularly.
- To ensure that the Bath Street houses are inspected and cleaned when residents depart, and deal with any queries. To check house and organise any cleaning and items which need to be done. Ensure inventory are up to date.
- To check that all signage in rooms is correct.
- To arrange and oversee the internal and external cleaning of windows within College properties.
- To ensure that the periodic cleaning of curtains, blinds, soft furnishings, duvets and blankets is arrange. To order new curtains, etc, once approval has been given by the relevant committee.

Conferences

- To assist with the allocation of conference delegates bedrooms (based on the information recorded on the Kinetic booking computer system, and satisfying the requirements of individual delegates identified by the Accommodation Office). These lists will then need to be maintained and updated on a regular basis, as appropriate.
- To assist in any room moves/changes or guest problems in rooms. To liaise with the Conference Office so that they remain informed about any additional guests, and to regularly check the room list for any changes.
- To organise special requests for guests (i.e. fruit/ water/ biscuits/ mineral water, etc). To arrange dry-cleaning service to be available if requested.
- To coordinate the change over of linen use to conference use, and oversee the issue of the products that are required in conference rooms. To re-order conference products as necessary.
- To follow spring-cleaning plans for conference time. To organise and change over the JCR furniture, etc, for conference time usage.
- To oversee the checking of rooms once the conference guests have departed, to ensure that there are no maintenance defects and that the room has been cleaned to the required standard.
- To organise the cleaning of any extra items such as the Marquee.
- To ensure billing of laundry bills for conferences is undertaken.
- To organise the overtime for weekend work ensuring that it meets the need of the conference business.
- To check all public areas daily.

Liaising with Fellows/ Student/ Staff/ Conference Delegates

- To liaise with students concerning their accommodation, and the storage of belongings during vacations.
- To issue charges to students when damage has occurred.

- To report to the Dean any student misconduct in rooms or staircase communal areas.
- To deal with complaints or comments made by students regarding their rooms.
- To liaise with staff in the College Offices and ensure that the cleaning is to the required standard. To respond to any queries, and oversee the rectifying of any cleaning problems.
- To liaise with Accommodation Office concerning student moves and the vacating of rooms.

Control of Linen Stock

- To manage linen stock levels (through the Housekeeping Supervisor (Linen), and to place orders in line with stock levels and the requirements of conference business.
- To ensure the Housekeeping Supervisor (Linen) maintains and monitors computer records of stock levels and reject items. To report any stock misuse within College, and total costs for this.
- To order uniforms for all staff and conference workers, and maintain records.
- To check the bills received from the laundry.
- To assist the Linen keeper in stock takes.

Product Stock Control

- To manage housekeeping cleaning products with the assistance of the Housekeeping Supervisor, working within the allocated budget and monitoring all expenditure.
- To be responsible for maintaining detailed computer stock records concerning the stock used by the Housekeeping and Kitchen teams, and to supply this information to the Accountant, annually – 31st July
- To assist in the issuing and controlling of stock within the Housekeeping department.

General

- To attend (as Head of Department) the College's Health and Safety committee meetings, and to be responsible for the implementation of any health and safety measures within the Housekeeping team.
- To organise the recycling of the paper bins.
- To be responsible for College pest control and sanitary waste disposal.
- To be responsible for notice board signage on staircases.
- To undertake such other duties, consistent with the purpose of the job, as may be assigned from time to time by the Home Bursar or their nominee.

3 Person Specification

Personal Attributes based on the Duties of the Post	Essential (E) or Desirable (D)	Evidence
Experience/Knowledge		

Track record of successfully supervising or managing a diverse team, preferably in a large educational institution, or in a 4*/5* hotel with 150+ bedrooms	E	1,2, 3
COSHH/manual handling training	E	1, 2, 3
Working knowledge of relevant health and safety practices	E	1, 2, 3
Good working knowledge of the Kinetic conference database	D	1, 2, 3
Experience of stock control	D	1, 2, 3
Skills		
Good IT skills, including word processing, email and spreadsheets	E	1, 2, 3
Problem-solving skills and the ability to exercise judgement and initiative	E	1,2,3
Ability to handle sensitive and confidential matters with discretion and initiative.	E	1,2,3
Ability to work calmly under pressure, and to prioritise and meet deadlines.	E	1,2,3
Excellent interpersonal and communication skills (including a high level of written and spoken English)	E	1, 2, 3
Ability to work without supervision and under pressure	E	1, 2, 3
Ability to work flexibly (including weekend work) and as part of a team	E	1, 2, 3
Confident telephone manner	E	1, 2, 3
Full driving licence	E	1, 2, 3

4 General information on St Catherine's College

Although one of the newest and largest colleges within Oxford, St Catherine's College can trace its roots back to 1868, when a 'Delegacy for Unattached Students' was formed. The Delegacy's mission, as stated by its first Censor, George Kitchin, was to guarantee a University where:

"the best education [would be] placed within the reach of all, rich or poor, who show themselves worthy of it".

This mission was achieved by allowing students the opportunity to study at Oxford without having to be a member of a College, which was prohibitively expensive. This was a ground-breaking moment in the history of Oxford, and constituted a revolutionary challenge to the

status quo. We are proud to be able to trace our foundation back to such an exciting movement and our ethos today still reflects those original values.

Our modern College, known informally as Catz, was established in 1962 by its founding Master, Lord Alan Bullock. Our grade 1 listed buildings, located in a peaceful setting adjacent to the University Parks, were designed by Danish architect Arne Jacobsen and attract visitors from around the world. The striking modern architecture, fittings and furniture, reflected a move towards the open, contemporary, culture that is still fundamental to our approach today. With a student population of over 525 undergraduate students and over 400 postgraduate students, alongside a thriving community of visiting students, we're a diverse and vibrant College. The offices are a pleasant working environment, with a lively and friendly atmosphere.

The College has excellent facilities including a car park, gym, library, music building, squash and tennis courts, all of which staff are welcome to use. We operate a salary-sacrifice travel season ticket loan.

5 Application Details

5.1 How to apply

To apply, please submit a letter of application and C.V. In addition, all applicants are required to complete an [application form](#) and [recruitment monitoring form](#). These forms can either be obtained via the above links to the College website or from the Personnel Office (personnel@stcatz.ox.ac.uk).

Applications should be sent by email attachment to personnel@stcatz.ox.ac.uk.

5.2 Closing Date

The closing date for the receipt of applications for this post is **midday on Tuesday 3 October 2023**.

5.3 Referees

The application form will ask for the name of two referees, one of which should be your current or most recent employer. The College will assume that you will approach your referees at the time of application. However, you may (by making this clear on your Application Form) ask that a particular referee or referees is/are approached only with your specific permission if you are being called for interview on the short list, or if you have been offered the post.