



1 Main Conditions of Service

Job Title:	Housekeeping Supervisor (Linen)
Department:	Housekeeping
Responsible to:	Head Housekeeper
Reports on a day to day basis to:	Head Housekeeper
Responsible for:	N/A
Annual salary:	£26,130
Hours of Work:	37.5 hours per week, including work at weekends. These hours will be worked over a 5 days out of 7 period, in accordance with the rota provided by the Head Housekeeper. Whilst working hours will normally be Monday to Friday during term time, work patterns may vary during vacation periods (including weekend work), according to the needs of the College.
Leave Entitlement:	In addition to public holidays, this appointment carries with it a leave entitlement of 25 days. Normally, 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:	N/A
Probation:	The post is subject to a six-month probationary period.
Notice:	This appointment may be terminated by either side by giving one month's written notice (one week's notice during probation).

2 Purpose and Duties of the Post

2.1 Purpose

The post holder will be responsible for supporting 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 Housekeeping Supervisor 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, conference guests, staff and students.

Reporting to the Head Housekeeper, the post holder will provide day to day operational support which ensures the smooth management of the department and the promotion of service levels that maintain rooms to core standards of cleanliness, hygiene and security, both on the main College site and also in external properties owned by the College. The Housekeeping Supervisor (Linen) and Housekeeping Supervisor (Stock) will be expected to manage the Housekeeping department when the Head Housekeeper is absent.

Whilst many of the core duties may be shared with the Housekeeping Supervisor (Stock), the post holder will have sole responsibility for the Linen Room. These duties include counting and issuing linen, undertaking regular stock checks and ordering stock. The Linen Room Supervisor will also have departmental administrative responsibilities. In addition, the Housekeeping Supervisor (Linen) will also undertake ad hoc project work as necessary, and will perform general cleaning duties when staff shortages require it.

2.2 Main Duties

Staff supervision

- To be responsible for the allocation of cover for Scouts who are absent (e.g. due to illness, annual leave, etc.).
- To be responsible for the induction and training of new members of staff.
- To undertake spot-checking of rooms and communal areas to ensure that they are maintained to the required standards of cleanliness and hygiene.
- To take the first steps to informally address any performance issues
- To be responsible for implementing the spring-clean and deep cleaning programmes throughout College, and to ensure that these are adhered to on a termly basis.
- To assist the Head Housekeeper alongside the Housekeeping Supervisor in overseeing weekend work on alternate weekends. To organise staff rotas, allocate work, issue keys to staff and to ensure that keys are returned at the end of the shift, etc. To undertake checks to ensure that the cleaning is of the required quality.
- To ensure Guestroom statuses are updated every day and during Conference periods, daily arrivals are checked and status changed to 'green' i.e. room is ready.

Departmental administration

- To collect time sheets at the end of the week and pass them on to the Head Housekeeper for processing.
- To provide the Scouts with room check lists during term.
- To complete Sickness Absence forms with Scouts and flag any frequent absences to the Head Housekeeper.
- To assist the Head Housekeeper in keeping the health & safety records up to date.
- To receive holiday requests and pass to the Head Housekeeper for authorisation.
- To correspond using email, monitoring the Housekeeping email in-box daily.

Linen stock control

- To oversee the work by the Laundry Assistant responsible for assisting in all laundry related work.
- To be responsible for counting, packing, unpacking laundry. To oversee the despatch/ receipt of all linen in the College, and to ensure that computerised records are maintained in an accurate and timely fashion.
- To check stock received from the external laundry, and ensure that it is of the required quality. Where necessary, to reject stock and to maintain accurate records of all rejected stock.
- To keeping records of damaged bed linen and pass the information on to the Head Housekeeper so that students can be charged.
- To advise the Head Housekeeper of any discrepancies and/ or stock shortages are resolved successfully.
- To undertake a regular stocktakes and to ensure that computerised records are maintained in an accurate and timely fashion.
- To ensure that the levels of linen stock within College are in accordance with the requirements of term time and conference business. To liaise with the Head Housekeeper and to purchase new stock as required.
- To liaise with Scouts on the bed changing days (conferences only), and ensure that they have the required stock of linen.
- To undertake weekly inspections to ensure that no linen is stored on staircases.
- To monitor the student laundry facilities and ensure that the correct levels are being maintained. To liaise with Scouts and ensure that students who have opted out of the laundry scheme are not using College linen.

Linen stock provision

- To assist the Head Housekeeper in the ordering and distribution of Chef Uniforms and linen for the Hall.

- To oversee the issue of uniforms to staff during conference periods (including working students), and to ensure that computerised records are maintained in an accurate and timely fashion.
- To liaise with the Conference Office and Hall Supervisors to ensure the supply of any table linen, etc., requested by conferences.
- To monitor the linen stock levels within College guest rooms, and ensure that the correct levels are maintained in each room.
- To prepare Conference bills, reflecting laundry use, for the Conference Office during conference periods.

General

- To work together with the Housekeeping Supervisor (Stock) in the day-to-day operation of the department.
- To cover the duties of the housekeeping related duties of the Head Housekeeper or Housekeeping Supervisor when they are absent.
- To assist in the recruitment of Housekeeping staff.
- To undertake cleaning duties when staff shortages require it.
- To undertake such other duties, consistent with the purpose of the job, as may be assigned from time to time by the Head Housekeeper or their nominee. This may include working in one of the College's external properties.

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 a diverse team in large hotel/ educational institution	E	1, 2, 3
Experience of working in either a large educational institution, or in a 4*/ 5* hotel with 150+ bedrooms	D	1, 2, 3
COSHH/ manual handling training	D	1, 2, 3
Working knowledge of the Kinetic conference database	D	1, 2, 3
NVQ qualification in Cleaning or Supervision	D	1, 2, 3
Skills		
Good IT skills, including word processing, email and spreadsheets	E	1, 2, 3
Good inter-personal and communication skills (written and oral)	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
Stocktaking experience	E	1, 2, 3
Confident telephone manner	E	1, 2, 3

Evidence: (1) = Application, (2) = Interview, (3) = References, (4) = Testing

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.