

**Job Description for the Post of
Part-time Housekeeping Supervisor (Ref: HLS08/11)**

1. **General details**

Job Title: Housekeeping Supervisor
Location: Hospitality & Leisure Services
Normal workbase: Stafford Campus
Tenure: Permanent
Salary: Grade 4 currently £18,026 - £20,833 per annum pro rata

2. **Job Purpose**

The supervision of cleaning services provided for the benefit of students, staff and conference guests, which will also involve substantial cleaning duties by the postholder.

3. **Relationships**

Responsible to: Halls Manager
Responsible for: Full time/part time Housekeepers and Portering staff which will include student summer casuals

4. **Main Activities**

- i. The day to day supervision and control of teams of housekeepers to ensure that cleaning is carried out in accordance with the standards and specification laid down, ensuring at all times compliance with relevant Health and Safety legislation.
- ii. Assist with the implementation of the Housekeepers/Porters Standards Manual and maintain and audit safe working practices.
- iii. Undertake individually or as part of a team the cleaning of designated areas of University managed accommodation and associated buildings.
- iv. The control, receipt and issue of consumable stores to cleaners as necessary, complying at all times with the relevant COSHH regulations.
- v. Reporting to the Halls Manager any damage or maintenance as it occurs and then monitoring the repair work to ensure it is carried out.
- vi. To assist the Halls Manager in conducting routine checking of bedrooms to ensure Health and Safety issues are adhered to.
- vii. To monitor the replacement programme for furniture and equipment and to inform the Halls Manager of requirements.
- viii. To assist the Halls Manager maintain a record of inventories of all furniture, furnishings and equipment within the student accommodation ensuring frequent and accurate documentation is available for reference purposes.
- ix. Provide assistance in the reception of students and other visitors.
- x. To undertake any other reasonable duties as may be required from time to time.

5. Person Sought

Essential Criteria:

- § Previous experience in a similar role within a busy organisation
- § Demonstrable experience of providing excellent customer care
- § The ability to lead and supervise a team
- § The ability to undertake a wide array of cleaning duties
- § Willing and conscientious attitude to work
- § Flexible approach
- § Able to display initiative
- § Capable problem solver
- § Able to work as part of a team or individually
- § Practical experience and knowledge of cleaning methods
- § Practical experience and knowledge of the use of powered cleaning equipment
- § Knowledge of basic health and safety procedures
- § Willing to undertake appropriate staff development and training
- § Good communication and interpersonal skills at all levels
- § Commitment to the University's mission and delivery of the University Plan
- § Willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

Desirable Criteria:

- § Previous supervisory experience
- § Relevant NVQ qualification or similar
- § Full driving licence

6. Special Conditions

This is a permanent position. The hours of work for this post are 20 per week.

It may be necessary for the postholder to work at any location on the Stafford campus to cover sickness and holidays.

From time to time and subject to appropriate notice, the University will require the postholder to work additional/alternative hours to provide extra cover according to operational demands.

The postholder will be required to attend relevant training courses as directed by the Halls Manager related to duties of the post.

Within the context of the main activities, some heavy lifting will be required.

A uniform will be provided and must be worn whilst on duty.

Date Job Description Revised

February 2009

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Applying for this post

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Completed application forms and any accompanying information should be returned via e-mail to jobs@staffs.ac.uk or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS: 2 APRIL 2009

Procedure following Receipt of Applications

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

If you require a copy of the vacancy information in large print please contact us

Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

Eligibility to Live or Work in the UK

In line with the Asylum and Immigration Act 1996, documentation is required to confirm that employees are eligible to live or work in the UK. Any offer of employment is subject to this documentation being provided.

CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank/building society/giro account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post with effect from 1st August 2007 onwards:-

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

- Good Friday
- Easter Monday
- May Day
- Spring Bank Holiday Monday
- Late Summer Bank Holiday Monday
- Christmas Day to New Year's Day (inclusive)

Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.