JOB DESCRIPTION

Job Title               Deputy Housekeeping Manager (HBAC)
Job Grade               4
Responsible to          Housekeeping Manager
Direct reports         Conference casual teams

Overall Objective
To be responsible for ensuring provision of the highest levels of cleanliness, hygiene, tidiness and the housekeeping service are maintained throughout the buildings to all tenants, members and guests of the College and to lead, motivate and help with training the Housekeeping team to achieve this. The Housekeeping Deputy Manager will liaise with the Housekeeping Manager on a daily basis and with the Accommodation & Conference office during the summer conference period to provide a timely and efficient service. Deputise for Housekeeping Manager in their absence.

Key Objectives

To supervise staff to ensure standards of cleanliness, hygiene and tidiness in all tenanted areas, bedrooms, corridors, meeting rooms, offices and public areas throughout the college at all times

- Organise and supervise the daily cleaning of all assigned areas to ensure they are cleaned to the highest standards.
- Ensure staff are aware of any failures in service and that shortcomings are rectified as soon as possible.
- Visit all cleaning staff and Housekeeping Facilitators on a regular basis, ensuring they are working as scheduled and following safe working practices.
- Collate daily work sheets, documenting and reporting any failures in service and maintenance issues, before filing.
- Ensure adherence to the recycling programme ensuring that as much waste material as possible is recycled.
- Assist Housekeeping Manager with recruitment of permanent staff.

Ensure teams have the materials to be able to perform their duties

- Maintain stock within budgeting limits, issuing equipment and materials as required.
- Supervise and control the use of equipment ensuring the correct and economic use of materials.
- Ensure correct usage of products in compliance with COSHH and Health and Safety regulations.
- During the summer conference season organise the linen needs to ensure the Facilitators have the correct information for the bedding, towels and other related items in order that staff have the appropriate amounts to be able to complete work.
- During student departure times organise room needs to ensure the facilitators have the information they need in order that staff have the appropriate items needed to complete bedrooms

Set and maintain high standards of service

- Attend any appropriate off and on the job training courses.
- Enforce the correct uniform with all cleaning staff.
- Implement and maintain good relations, including politely addressing Fellows, guests, students and colleagues at all times.
Assist in follow-up and remedial training of new and existing staff.
- In conjunction with the Housekeeping Manager develop service standards to meet or exceed the expectations of the College and its customers.
- Ensuring the Housekeeping manual and emergency manual on both sites are also kept up to date with service standards and changes
- Ensure that all permanent, agency and casual staff are trained in the use of new products and equipment and update team members on cleaning, COSHH and H&S procedures.
- Give immediate aid/tips in cleaning methods to staff members who are struggling to perform high standards within time scales.
- Monitor and assist with further training for staff if cleaning standards regularly fall below standard or within expected time for further training.

Organise the daily work to cover shortages amongst the teams
- Collate, administer and submit staff holiday requests for Housekeeping Manager authorisation, ensuring there is adequate staffing to cover the requests
- Check daily staff reporting and reassign work to cover sickness and absences in conjunction with the housekeeping supervisor.

In conjunction with the Housekeeping Manager manage Conference casual teams
- Recruit, select and control the conference team to provide efficient cost-effective service.
- Plan, allocate and evaluate casualls daily work.
- Ensure that all casual staff have induction training and follow H&S and COSHH procedures.
- Help to collate, administrate and submit their wages, attendance sheets and deal with any other required paper work.

Check Kx/Turbo for daily changes and maintain room status – Bedroom & conference rooms
- At the start of the shift, check Kx/Turbo and with the lodge for any overnight changes
- Plan and organise staff to cover the requirements for the day
- Check guest/part-time student bedrooms arrivals or departures to ensure they have been cleaned to the highest standard.
- Report any problems that may result in a guest bedroom being put out of use immediately to the conference office and/or Housekeeping Manager.
- Update bedroom status in Kx/Turbo as soon as rooms become ready for the next arrival

Maintain the satisfaction and safety of Student/Guest/other members of College
- Resolve any student/guest queries where possible, in a timely manner and ensure appropriate department management are kept informed.
- Action any maintenance requests in order to comply with the College’s standards. Follow-up by emailing or visiting the student/guest/College member to ensure the issues have been resolved.
- Daily inspect all tenanted and public areas and corridors, document and report all safety hazards, potentially hazardous conditions, unsafe practices and procedures. Communicate with tenants/students and other relevant departments about your findings and ensure that improvements follow.

Plan, organise, manage and record Special cleaning programs to ensure that the highest standards of the buildings are maintained
- Plan, organise and manage daily work of the Facilitators to ensure that the best possible condition of carpets, hard floors and upholstery is maintained in not only our public area but also all tenanted areas, reporting items in tenanted areas to the housekeeping Manager for re-charging.
- In conjunction with Housekeeping Manager plan, organise and manage all special cleaning programs and ensure that they are done in the most efficient way.
Monthly inspections of students’ rooms
- In liaison with the Housekeeping Manager, plan, organise and carry out room inspections as the schedule advertised in the student hand book
- Communicate via email with students regarding schedule for inspections and again after check if improvement of cleanliness is required or not.
- Gather and record the evidence of any shortfalls of cleanliness/damages to the Housekeeping Manager via a spreadsheet after inspections
- In liaison with Housekeeping Manager and Supervisor, plan, organise and record room inventories and arrange special cleanings, replacements and repairs accordingly.

Report issues to Housekeeping Manager from Scouts or from cleaning inspections
- Report any failures in service immediately to the Housekeeping Manager
- Hold weekly meetings with teams to discuss problem and resolutions, ensure the Housekeeping Manager is kept up to date with these discussions.

Ensure compliance within the department to meet all Health & Safety Requirements
- Ensure all housekeeping practices adhere to College health and safety procedures and work is conducted safely at all times.
- Check monthly in liaison with the supervisor all Housekeeping PPE boxes to ensure all staff protective clothing and/or equipment are stocked sufficiently to perform tasks safely and maintain PPE check records.
- In conjunction with the Housekeeping Manager review and update all departmental risk assessments annually and when needed. Ensure that all staff are up to date with refresher training
- Immediately report to management any potential hazards, faults or problems.
- Immediately report and document to management any observed or known safety hazards, conditions or unsafe practices and procedures within the College.

Maintain the integrity of buildings
- Ensure entrances and corridors remain clear
- Ensure all lockable entrance doors are closed and locked to ensure security
- Check that fire doors are closed and that firefighting equipment is in its correct place

In absence of Housekeeping Manager cover all main responsibilities including:
- Administer and submit staff wages, holiday requests and absence/sickness records
- Perform return to work interviews
- Organise rotas if required
- Deal with the suppliers and cleaning contractors
- Place orders of cleaning chemicals and other equipment
- Assist in any ongoing refurbishment or special cleaning programs
- Deal with any requests from students/guests/other departments and members of the college
- Attend any planned meetings i.e. Weekly Domestic
- Pass any invoices for payment as long as goods have been received

Take appropriate action in the event of an emergency and liaise with the Lodge and/or Emergency Services as required.

You may also be required to undertake any such other duties and/or hours of work as may reasonably be required of you.

Date: November 2022