Background (see also: www.fitz.cam.ac.uk)

Fitzwilliam College is a dynamic, international community committed to developing the talents of all its students, the support of young academics and the training and professional development of its staff.

The College is first and foremost an educational establishment. It recruits and teaches undergraduate and post-graduate students from all over the world, holds open days for schools and prospective applicants and arranges subject conferences for teachers. It also keeps in touch with an alumni base of over 8000, arranging events and reunions, and runs a thriving conference and catering business, hosting over 150 conferences a year, many of which are residential.

The Accommodation and Housekeeping Department consists of the Accommodation and Housekeeping Manager, Deputy Accommodation and Housekeeping Manager, 2 Supervisors, 24 Housekeepers and 4 House Porters.

Relief Supervisor/Linen Keeper

We are seeking a reliable, flexible team member to look after the student and conference linen and stores. Other responsibilities include training new team members and existing staff to the cleaning standards set by the College, the management of all chemicals and training in their use, assisting with checking standards and managing and motivating the Housekeeping team, and providing cleaning cover as necessary for other team members.

This is a demanding post which involves checking and processing a high volume of laundry, as well as dealing with many other individual requirements on a daily basis. Candidates must be confident, highly organised and able to work independently and under pressure. Excellent communication skills, including a high standard of spoken English, are essential, as is the confidence to deal with numbers, paperwork and placing orders. Candidates must also have basic IT skills in order to be able to operate relevant computer systems. Previous similar experience is preferred, but not essential, as full training will be given.

Conditions of Employment

This is a full-time post and the contractual hours of work are 7.00am to 3.00pm Monday to Friday with a half hour lunch break.

Candidates must be flexible and be prepared to work pre-arranged overtime and weekends from time to time as required, particularly during conference periods.

The annual salary for this position is £17,876. In addition, benefits include 33 days’ annual leave (including bank/public holidays), enrolment into a contributory Group Personal Pension scheme, discretionary bonus scheme, free staff lunch when on duty and car parking on site subject to availability.

Application Procedure

An application form is available to download from:- www.fitz.cam.ac.uk/vacancies or by telephoning Sarah Rowland Jones on 01223 761050. Completed application forms should reach Mrs Sarah Rowland-Jones, HR Officer, Fitzwilliam College, Cambridge CB3 ODG, e-mail hr@fitz.cam.ac.uk not later than 14 July 2019.

The College values diversity and is committed to equal opportunities in the recruitment of its Fellows, students and staff.
In applying for this vacancy, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy: https://www.fitz.cam.ac.uk/about/official-information/data-protection
Job Description

Job Title: Relief Supervisor/Linen Keeper
Reporting to: Deputy Accommodation & Housekeeping Services Manager

Purpose of the post

- To be responsible for assisting in the delivery of the highest standards of cleanliness, customer service, training and Health & Safety
- Assist in facilitating set-up for events
- To look after the Student/Conference Linen and Stores and any other tasks required in the Linen Room

Main Duties

1. Standards of Cleanliness
   1.1. Understand and communicate baseline for cleaning standards
   1.2. Assist supervisors with room checks & Events layouts as required

2. Customer Service
   2.1. Deliver the Accommodation & Housekeeping service Charter and code of conduct
   2.2. Assist Deputy with meeting room and AV set up’s & supporting the Senior House Porter

3. Training
   3.1. Assist the Accommodation & Housekeeping management team in the planning for and training new and existing members of the Housekeeping team on standards, charter, Health & Safety, code of conduct and student welfare issues
   3.2. Monitor competencies, progress & performance
   3.3. Undertake performance improvement plans
   3.4. Ensure that all staff adhere to the COSHH regulations and colour-coding in their area of responsibility

4. Linen Room and Maintenance
   4.1. Be responsible for the student and conference linen, stores and supplies
   4.2. Report any maintenance issues daily on the helpdesk; check and monitor progress of completion
   4.3. Responsibility for the Linen Room equipment

5. Other Duties
   5.1. Comply at all times with College Health & Safety policy
   5.2. Cover areas of work where needed during sickness/holidays
   5.3. Undertake reasonable administrative and other duties as requested by the Accommodation & Housekeeping Services Manager
   5.4. Maintain basic knowledge of College’s operational IT systems relevant to role
NB: Some weekend work will be necessary as is a flexible approach to normal working hours, particularly during conference period.

**Person Specification**

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications, Education</strong></td>
<td>N/A</td>
<td>Qualified First Aider (though will be trained)</td>
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<td>Health &amp; Safety/ COSHH</td>
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<td><strong>Skills, Knowledge, Experience</strong></td>
<td>Housekeeping experience</td>
<td>Experience of working in a hotel or educational residential establishment</td>
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<td>Sufficient IT skills to be able to use in-house Computer systems</td>
<td>Previous supervisory experience</td>
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<td>A good level of spoken and written English</td>
<td>Experience of Health &amp; Safety standards</td>
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<td>COSHH</td>
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<td><strong>Personal attributes</strong></td>
<td>Excellent communication skills</td>
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<td>A flexible approach</td>
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<td><strong>Other requirements of the role</strong> (eg First Aider, DBS check, manual handling, driving licence etc)</td>
<td>Flexibility in working hours, including weekend working when necessary</td>
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