



## CHRIST CHURCH

UNIVERSITY OF OXFORD

### Job Description

**TITLE:** Scout/Cleaning Supervisor

**GENERAL:** Christ Church expects its staff to maintain *high* standards of work at all times in their areas of responsibility. Further, they are expected to follow work instructions related to all aspects of their work as designated by the House Manager and Deputy House Manager. The House Manager and Deputy House Manager will carry out regular inspections of all areas of work to ensure that the appropriate standards are being maintained.

Should it be necessary, for the smooth operation of Christ Church, you will be expected to work in different areas of the premises (including Liddell and any other outside properties owned or let by Christ Church as *necessary*). You are expected to turn up for work just before your start time to be able to clock-in and ready to start work at the time designated. Flexibility is a pre-requisite of the post and weekend work is required according to the roster set by the House or Deputy House Manager. You will be provided with a uniform which you will be expected to wear at all times whilst at work and to keep clean.

**ACCOUNTABILITY:** House Manager and Deputy House Manager.

**HOURS:** As per your Statement of Main terms (SMT). Your start and finishing times are fixed and will be notified to you. Your break time is either 10 a.m. or 11 a.m. as designated by the House Manager or Deputy House Manager. It is important that you always clock in and clock out at the end of your shift. It is important that you arrive promptly and are ready to start work at the appointed time. If for any reason you are late for work then you must inform the House Manager or in her absence the Deputy House Manager. Similarly, if you need to leave early then you must agree this in advance with the House Manager or in her absence the Deputy House Manager.

All Scouts whose standard work hours are more than six must take an unpaid break of twenty minutes or more during their working day. This break cannot be at the beginning or end of their shift and is designated by the House Manager. They are also entitled to a free lunch when on duty and this **unpaid** break is to be taken at 1230hrs in the Staff Dining Room. They are responsible for booking their lunch on-line in advance and by no later than 1030 hrs each day (Monday – Friday).

As stated in your contract you will be required to work additional hours when authorised and as necessitated by the needs of Christ Church. Additional hours will include weekend work as a pre-requisite of your contract and will be required throughout the year but particularly during the Admissions period and during conference periods as per the instructions/roster set out by the House Manager and/or Deputy House Manager. We thank you for your cooperation in these matters.

**DUTIES:** This list represents the principal duties only of a Cleaning Supervisor and flexibility and a willingness to help wherever required are both very important facets of the role. You may all upon the House Manager or Deputy House Manager to assist in resolving problems if in any doubt as to the course of action to take.

- i. During busy periods, be prepared to help out in an administrative role in the Housekeeping office.
- ii. Maintain high cleaning standards in your own designated areas of work and for checking the work of others in areas designated to you (which will change from time to time), in accordance with procedures set out by the House Manager or Deputy House Manager and as set out in brief below.
- ii. Satisfactory cleaning standards will be maintained by undertaking the following tasks in accordance with the relevant staircase cleaning schedule:

**In Term:**

Vacuum all carpets and sweep other hard surface floors in all common/public areas at *least* once a week and more often if required;

Maintain all public areas within the staircase including high dusting, dusting, sweeping and vacuuming floors at *least* once a week;

Clear and dispose of all rubbish from rooms and from public areas and dispose of black plastic bags in the appropriate refuse area on a *daily* basis;

Where appropriate sweep and clean accessible balconies on a regular basis as required – check them at *least* weekly;

Clean and polish all brass fittings within the staircase at *least* weekly;

Clean room sinks and bathroom areas, including taps, toilets, showers and mirrors on *at least every other day and ideally daily*;

Clean all public bathrooms and toilets on a *daily* basis;

Vacuum, dust and clean rooms thoroughly, including under and behind furniture and high dusting and wiping down skirtings etc. at *least* once a week;

Clean kitchen/tea point areas *daily*. This includes all surfaces and kitchen equipment (ovens, hobs, microwaves, kettles and toasters); floors; tiles etc. Whilst the scout is *not* expected to wash up students' crockery, cutlery, pots and pans they should ensure that students are reminded to do this and to report any build-up of washing up to the House or Deputy House Manager immediately;

Housekeeping staff are asked to ensure that they make contact with their students on a daily basis for pastoral reasons, whilst observing the students' rights to privacy. If a bin is left outside the door then the member of housekeeping staff should not enter the room. However, where this happens more than two days in a row, the member of staff must endeavour to find the student later in the day and agree a time for entry to the room for cleaning purposes, either later that day or the following day. In cases where the student is uncooperative then this matter should be brought to the attention of the House or Deputy House Manager **immediately**. Similarly, if the member of staff is concerned about the welfare of any student they should again report this matter to the House or Deputy House Manager **immediately**.

#### **At the End of Term:**

At the end of each term, rooms must be thoroughly spring-cleaned. This should also include the washing down of all paintwork; cleaning the lower inside of windows ready for occupation by guests;

Clean and defrost all staircase and room refrigerators at the end of every term;

Ensure you have clean and de-scaled kettles ready for use together with appropriate crockery and cutlery ***before the end of term;***

Check room folders are complete and up to date ***before the end of term.***

#### **Out of Term (Conference/Admissions):**

Vacuum all carpets and sweep other hard surface floors in all common/public areas at *least* once a week and more often if required; Where appropriate, sweep and clean accessible balconies on a regular basis and check for rubbish daily;

Maintain all public areas within the staircase including high dusting, dusting, sweeping and vacuuming floors, wiping down skirtings etc. at *least* once a week;

Clear and dispose of all rubbish from rooms and from public areas and disposing of black plastic bags in the **appropriate refuse area** on a *daily* basis;

Clean room sinks, bathroom areas (including taps, toilets, showers and mirrors) and tea points/kitchens on a *daily* basis;

Clean all public bathrooms and toilets on a *daily* basis;

Vacuum, dust and clean rooms thoroughly, including high dusting and wiping skirtings etc. at *least* once a week or *as soon as rooms are vacated*;

Maintain the visual appearance of an attractive room throughout all vacation periods;

Maintain adequate hospitality service by washing-up cups, glasses etc. and replenishing beverage supplies as necessary on a daily basis;

Make beds daily and change linen as instructed by the House Manager and or Deputy House Manager or as soon as rooms are vacated;

**Ensure that you complete each room in its entirety as you go – this is Extremely important, in order that guests can be given access to their allocated room as soon as possible. Please also make rooms up ready for occupation as soon as they are vacated. If you have been given an electronic device to you mark rooms from dirty to clean as and when they are completed.**

**All year round:**

Record and report on the appropriate form, any damage to Christ Church property or any hazard encountered during the performance of your duties. The form should be submitted to the Cleaning Supervisor each day before 1000 hrs and/or directly to the House or Deputy House Manager. This includes (but is not limited to) damaged or broken equipment, furniture, fixtures, furnishings or glazing and any hazard or other risk to health and safety.

Ensure all soft furnishings (armchairs, mattresses, curtains etc.) are maintained and kept clean – report any misuse or damage immediately to the House or Deputy House Manager by completing the appropriate form.

Maintain a tidy and clean pantry and linen store room.

Follow the guidelines of the Christ Church recycling scheme and prepare appropriate sacks for collection by the Recycling Quad scout. Ensure that recycling is not contaminated and separate out any items as necessary to ensure that recycling is maximised.

If appropriate prepare the laundry bag for collection by the laundry service weekly as required. Prepare the appropriate forms detailing the contents of bags sent to the laundry. When the clean laundry is returned to the staircase, the member of staff place it tidily in the linen store and account for the returned items and report any missing items to the Cleaning Supervisor or directly to the House Manager or Deputy House Manager.

Ensure that the pantry is stocked with chemicals and other items to approved levels – DO NOT OVERSTOCK. Replenish the pantry with stock items from the stores as per the procedure which will be explained to you by the House Manager, the Deputy or the Cleaning Supervisor.

To provide cover for other housekeeping staff as directed by the House or Deputy House Manager.

To undertake any job-related training requested by the College.

To assist junior members, visitors and colleagues with a disability, as appropriate.

***Any other duties commensurate with the role.***

### **ADDITIONAL DUTIES OF A CLEANING SUPERVISOR:**

- The Cleaning Supervisor reports to the House and Deputy House Manager. The House Manager is the Head of Department who reports to the Steward.

The duties of the Cleaning Supervisor include the following:

- Maintain the cleanliness of their designated staircase and/or other areas in accordance with the standards laid down in the Job Description for a Staircase Scout – see above.
- Attend Cleaning Supervisors departmental meetings as designated by the House or Deputy House Manager in the House Manager's offices. These meetings will generally last no longer than fifteen minutes and discussions at this meeting will focus on:
  - i) Staff absences requiring cover to ensure that the college is fully serviced every day;
  - ii) Any special instructions from the House Manager for areas requiring particular attention;
  - iii) Resolution of any specific problems, such as parties in an area of college that will require extra help in order to clean the resultant mess and
  - iv) Reporting damage which has occurred overnight
- Collect any maintenance defect reports from the staff within your area of responsibility ensuring accuracy and then pass these promptly to the House or Deputy House Manager who will enter them on to the electronic defects management system. Ensure the accuracy and completeness of work tickets handed-in.
- Maintain a small, pre-determined stock level of commonly used products and this should be replenished as once a week at a predetermined time in liaison with the Deputy House Manager. Once a week set a time for making stores available to staff in your designated area keeping a note of what is given out - all stores must adhere to stock control measures.
- Assist in the training of new staff to ensure they are adequately trained in all aspects of the work.
- If Health & Safety violations are observed, such as trip hazards, incorrect use of cleaning products or personal protective equipment not being worn, the information should be provided to the House Manager. If the violation is serious, the information should immediately be given to the House Manager so that appropriate action can be taken.
- Regularly inspect rooms for the whole of the designated area to ensure that rooms and common areas etc are all being cleaned to a high standard and completing the appropriate audit form. This includes the general appearance and cleanliness of the designated Quad (outside as well as inside).

- Regularly inspect scout pantries within their areas and ensure they are being kept tidy and well maintained. Ensure that all Health & Safety notices are properly displayed along with the Scout cleaning routines.
- During conference periods, Cleaning Supervisors will be required to check rooms more frequently and to ensure that room presentation is up to standard – including the sensible arrangement of furniture. This will include the use of a handheld tablet device to notify the lodge that rooms are ready for occupation on changeover days.

This list represents the principal duties of a Cleaning Supervisor but flexibility and a willingness to help wherever required are both prerequisites of the role. The Cleaning Supervisor will need to be adaptable and be able to resolve problems and issues that cannot be specifically identified in this job description. The Cleaning Supervisor must call upon the House Manager or Deputy House Manager to assist in resolving problems if they are in any doubt as to the course of action to take. They should immediately report any performance issues to the House Manager and the Deputy House Manager.

**Other Notes:**

**(a)** You have a duty to comply with Health & Safety Regulations, including COSHH and correct use of PPE (**Personal Protective Equipment**) at all times; If you are unsure about anything, please ask the House Manager or Deputy House Manager.

**(b)** It is important that you are always economical in the use of products and energy (**do not over-stock on cleaning materials; turn off all lights, turn down heating and close windows when leaving rooms if a room is empty**).

**(c)** To play your part in providing a good working environment promoting a positive attitude and pride in your work!

**(d)** You will be provided with the College's safeguarding policies and procedures of which you are expected to abide at all times, failure to comply with these policies will lead to disciplinary action.

***Please refer to the Staff Handbook and/or your Statement of Main Terms for matters relating to benefits.***

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