



St Hugh's College
UNIVERSITY OF OXFORD

FURTHER PARTICULARS – HOUSEKEEPING STAFF

Job Title: Housekeeper/ Scout
Reports to: Head Housekeeper
Direct Reports: None

St Hugh's College

St Hugh's is a constituent College of the University of Oxford and was founded in 1886 by Elizabeth Wordsworth, the great niece of the poet. Using money left to her by her father, a bishop of Lincoln, she named it after one of his twelfth century predecessors, Hugh of Avalon, who was canonised in 1220, and in whose diocese Oxford had been. Elizabeth Wordsworth was a champion of the cause of women's education, and her foundation was intended to enable poorer women to gain an Oxford education. The first male Fellow was elected in 1978, and the first male undergraduates were admitted in 1986.

The College has some 420 undergraduates and around 300 graduates, a fellowship of 75, 30 college lecturers, and a non-academic staff of 90. From its beautiful site in North Oxford, the College promotes a thriving culture of research and intellectual engagement.

Role Context

St Hugh's College Housekeeping team consists of between 30 and 40 highly motivated full time and part time members, committed to providing professional and friendly service to our students, academics and also commercial guests and VIPs. We provide housekeeping service for 51 weeks of the year to:

- around 400 students (between October and July) on a full board basis;
- around 35 formal academic dinners per year;
- more than 5 weddings per year;
- VIP dinners (including to royalty);
- Conference and bed & breakfast guests;
- external functions

Working in a housekeeping environment requires an element of physical manual handling which can include lifting and transporting housekeeping equipment between our many different buildings on site,

Overall Objectives

This is a role which requires daily interaction with students, fellows, external visitors and VIP clients. As part of our Housekeeping team, your responsibilities include maintaining the cleanliness and good order of all rooms to create a pleasant environment for all College members and external visitors. In addition, you will perform cleaning and maintenance of all storage areas, public areas and employee areas to the required standard. You will handle any queries in a courteous and professional manner and escalate as required, as well as reporting any malfunctioning equipment, damaged furniture or maintenance problems.

Key Responsibilities

Main Tasks

- Clean student and staff accommodation, which will include routine cleaning of bedrooms and communal areas to a high standard.
- Bed making and servicing bedrooms for conference guests out of term.
- Spring-cleaning accommodation at the end of each term.
- Changing beds and servicing student accommodation and facilities during the summer school let and conference period.
- Ensure that the proper use of chemicals is adhered to and COSHH regulations are followed.
- Ensure that there is a good understanding of risk assessments and the importance of a safe working environment.
- Reasonable duties as requested by the Head Housekeeper will be expected to be undertaken.
- Check stocking levels of all consumables and replace when appropriate.
- To complete all Job of the Day tasks when informed by the Housekeeping Manager

Selection Criteria

- Excellent customer service skills, including great communication skills and a willingness to help with a "can do" and a friendly attitude.
- Previous experience as a cleaner
- Passion for cleaning.
- High standards of personal hygiene.
- The ability to remain calm under pressure, and to provide excellent customer service to all
- Awareness of Health & Safety issues.
- Self-motivated, hardworking and a team player Punctual, reliable and flexible
- Ability to work shifts including evenings, weekends and public holidays as the demands of the role require.
- Experience of working in a similar customer facing role; experience as a Cleaner/Housekeeper would be an advantage.
- Great attention to detail

Rewards and Benefits

- Salary £9 per hour normally 5 days in 7 days, including evenings, weekends and bank holidays. Times of work will vary in accordance with the weekly duty roster which is notified weekly in advance.
- 38 days holiday per year (pro rata), which includes public holidays and Christmas closure period, which increases with service by a total of 5 additional days.
- Free lunch when on duty at all times of the year when College meals are available
- Membership of the University of Oxford Staff Pension Scheme.
- A uniform is provided.
- Parking is available, and the College also provides a travel card scheme and has designated areas for bicycles.
- Child care vouchers.
- Training and development opportunities.
- Busy, professional and friendly environment.

Those wishing to apply for this post should complete the on-line application and email it to hr@st-hughs.ox.ac.uk or alternatively application forms can be requested from and return to HR, St Hugh's College, St Margaret's Road, Oxford OX2 6LE or telephone HR on (01865) 274914 .

St Hugh's is a self-governing College of Oxford University and is an Equal Opportunities Employer.