

Housekeeper

Fixed Term maternity cover – 9 months

Job Description

1. **Job title:** Housekeeper
2. **Hours:** 35 per week
3. **Salary:** £22,015 per annum
4. **Reports to:** Head Housekeeper
5. **Direct reports:** None

6. Job summary:

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.

7. Key relationships:

Other members of the Housekeeping Team, Head Housekeeper and Accommodation Manager.

8. Background

St Hugh's is one of the constituent colleges of the University of Oxford and is an independent, self-governing institution that is also a registered charity. Founded in 1886 to provide an excellent education to women who were otherwise excluded from the University, St Hugh's is proud of its reputation for being a friendly, inclusive, and progressive community, and is committed to becoming the best employer in the collegiate University. One of the largest colleges in Oxford, there are around 1,000 students, more than 60 Fellows, over 50 lecturers working in a wide range of academic subjects, and a non-academic staff of 120 across all of the College's support and administrative operations.

The College is run by the Governing Body, consisting of the Principal, 48 academic Fellows, and the senior officers of the College such as the Senior Tutor and the Bursar. The members of Governing Body are the Trustees of the charity and have ultimate responsibility for the governance and operations of the College, although much of this is delegated on a day-to-day basis to a number of key committees and officers.

9. Main Responsibilities

- 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 Manage

10. Selection criteria

Essential

- 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

Benefits

- Pension: employment with the College provides enrolment into the Oxford Staff Pension Scheme (OSPS).
- Annual leave: 30 days of annual leave and 8 public holidays per year for full time equivalent staff (8 days of annual leave is reserved to cover the Christmas break when the College is closed).
- Meals: provision of meals free of charge while on duty when the kitchens are open and tea and coffee.
- Health & Wellbeing:
 - Employee Assistance Programme – a free confidential telephone helpline with access to face-to-face counselling.
 - Free annual flu jab.
 - Free eye tests for all staff and a contribution towards new glasses if your prescription has changed.

- Travel Pass Loan: a discounted travel scheme is available with monthly deductions from salary.
- Cycle to Work Scheme/Bike Loan: monthly deductions from salary.
- University Staff Benefits: staff at Oxford can enjoy a wide range of benefits through the University including retail and free visitor access to the University's colleges, gardens, libraries and museums, and events.

How to Apply

To apply for this role please download, fill out and submit an application form and equal opportunities monitoring form and send alongside a copy of your CV via email to recruitment@st-hughs.ox.ac.uk. References will be taken up for the successful candidate.

Closing date: Midday Monday 12 February 2024

Interviews: It is anticipated that interviews will be held in person at St Hugh's on Friday 16 February 2024.