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| **University of St Andrews Residential and Business Services Senior Housekeeping Supervisor – KC1119 Further Particulars for Applicants** |

**Residential and Business Services**

Residential and Business Services administers and manages approximately 3,800 catered and self-catered student residential places over 13 sites in St Andrews. The department is the largest operational unit in the University, employing approximately 400 staff in a variety of different roles.

In addition to running the residences during term time, Residential and Business Services:

* Runs the cafes in Gateway, the Physics building, the Medical Sciences building, the Library, and the bistro at David Russell Apartments and the restaurant in the Byre Theatre;
* Provides conference, hospitality and catering services at the University;
* Services events such as receptions, buffets, formal dinners and weddings;
* Provides accommodation for groups and holiday makers during the summer;
* Co-ordinates the hospitality for Graduation ceremonies twice per year.

**The job description for this role is attached below.**

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| **Job Description** |

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| Job Title: Senior Housekeeping Supervisor  School/Unit: Residential & Business Services  Reporting to: Deputy Residential Services Manager  Responsible for: Housekeeping Supervisors/ Assistants  Job Family: Operational & Facilities | Working Hours: 36.25 pw, 5 days over 7, shift pattern  Grade/Salary Range: Grade 3/ £18,031 - £20,781 *per annum*    Reference No: KC1119  Start Date: As soon as possible  Interview Date: 19 May 2015 |

**Main Purpose of Role**

Role holder (RH) is responsible, throughout the year, to the Deputy Residential Services Manager (DRSM) for the supervision of the housekeeping services.

The Role Holder will be responsible for the day to day supervision and training of the housekeeping team, allocation of Housekeeping duties, issuing, purchasing and stock control of housekeeping materials, liaising with students and other customers, housekeeping associated administration, compliance and liaison with other staff within RBS on various matters, including when necessary participation in preparing accommodation for the changeover to and from student and commercial use.

**Key Duties and Responsibilities**

1. General
2. Housekeeping
3. Customer Service and Service Delivery
4. Health and Safety, Compliance and Quality Assurance
5. Problem Solving
6. Any other duties as required by the RSM or Deputy Director

**General**

To be responsible for

* Assisting with the implementation of relevant University and RBS policies and procedures;
* Fostering and applying a culture which supports and engenders RBS’s departmental values;
* Ensuring safe custody of all keys within their control, security of all rooms and work areas for the benefit of staff, students and guests;
* Monitoring stock levels within agreed budgets, processing orders for housekeeping materials and reporting discrepancies to the DRSM, to ensure all items purchased and used on site are appropriately accounted for;
* Administration duties including the use of KX, Aptos, Innovise, Keys and any other IT systems in use in the residence;

**Housekeeping**

* Direct supervision of Housekeeping team (not office based)
* Participate in inspection of bedrooms, shower rooms and public areas
* Monitor inspections for consistency and standardization
* Reporting any items for maintenance
* Monitoring of Linen Management

**Customer Service and Service Delivery**

To be responsible for

* Fostering a customer focused approach from staff, and demonstrating this through day to day personal interactions;
* Positively interacting with students and student representatives in developing residential services;
* Working closely with Wardennial staff to resolve problems and to ensure the highest customer service and student arrival experience;
* Being innovative and reacting positively and proactively to day to day operational issues and customer requirements;
* Supporting the DRSM in organising resources and duties for management and supervision of Housekeeping services;

**Staff Management**

To be responsible for

* Assisting the DRSM to recruit, induct, support and develop housekeeping staff employed within the unit and any associated buildings;
* Ensuring all staff receive adequate training to meet the required standards, and completion and retention of relevant training records;
* Fostering a team approach and to encourage staff to develop their skills and learning at work;
* Allocating workloads to ensure all operational activities are fully covered in the buildings, within budgetary targets;
* Producing and monitoring cleaning schedules;
* Monitor/supervise standards of housekeeping work to ensure consistency in service (not office based)
* Assisting DRSM in drawing up staff rotas
* Participating in regular team meetings with the staff in the Unit and ensure there is regular, effective communication and feedback on relevant issues;
* Undertaking ongoing professional and personal development by updating knowledge and skills on a continual basis.

**Problem Solving**

To be responsible for

* Dealing with any issues and problems which may arise through day to day operations, with due reference to University and RBS policies and procedures;
* Receiving and acting on customer complaints in a positive and proactive manner;

**Health and Safety, Compliance and Quality Assurance**

* To support the implementation of procedures and practices in Fire Safety, Health and Safety, COSHH, First Aid, and all other relevant safety procedures, including ensuring relevant information is correctly recorded;
* Under the guidance of the DRSM, monitoring health and safety and associated control measures and procedures to ensure the health and safety of staff, students, visitors and guests

Special Requirements:

Post holder is required to:

- Work 5 days out of 7 including work at weekends

- Work shifts, as appropriate to the operational need of the unit/residence

- Relocate to another location at the request of the Director or Deputy Director

- Note that operations change during vacations and some adjustments to hours may occasionally be invited

*Please note that this job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve.*

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| **Person Specification** |

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.

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| **Attributes** | **Essential** | **Desirable** | **Means of Assessment** *(i.e. application form, interview, test, etc)* |
| **Education & Qualifications**  (*technical, professional, academic qualifications and training required)* | Good basic education  Practical training certificate  Management Qualification (eg CMI, ILM etc) |  | Application form |
| **Relevant Experience**  (*examples of specific experience sought*) | Dealing with people  At least 5 years housekeeping experience  At least 2 years supervisory experience | Health & safety administration  Stock management experience | Application, interview |
| **Knowledge, Skills & Abilities**  (*eg effective communication skills, initiative, budget management, flexibility, leadership etc*) | Reliable and flexible  Good communication and administrative skills  Ability to work on own or within a team  IT literate – (eg word processing skills, email and web) |  | Application, interview, references |
| **Other Attributes** | Customer focused  Friendly and approachable disposition  Positive and proactive | Self-motivated | Application, interview |

**Essential Criteria** – requirements, without which, a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short listing stage.

**Desirable Criteria** – requirements which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential requirements.

**Obligations as an Employee**

You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.

You are required to comply with the University health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.

You are responsible for applying the University’s equality and diversity policies and principles in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own area of work/activities.

You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.

You may, with reasonable notice, be required to work within other areas within RBS or Schools/Units within the University of St Andrews.

You have the responsibility to engage with the University’s commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

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| **Other Information** |

We encourage applicants to apply online at [www.vacancies.st-andrews.ac.uk/welcome.aspx](http://www.vacancies.st-andrews.ac.uk/welcome.aspx)

However, if you are unable to do this, please call +44 (0)1334 462571 for a paper application form.

For all applications, please quote ref: KC1119

The University of St Andrews is committed to promoting equality of opportunity for all, which is further demonstrated through its working on the Gender and Race Equality Charters and being awarded the [Athena SWAN award for women in science](http://www.st-andrews.ac.uk/hr/edi/sex_gender/athenaswansupport/institutional/), [HR Excellence in Research Award](http://www.st-andrews.ac.uk/staff/research/professionaldevelopment/hrexcellence/) and the [LGBT Charter](http://www.st-andrews.ac.uk/hr/edi/sexualorientation/charter/); <http://www.st-andrews.ac.uk/hr/edi/diversityawards/>

The University of St Andrews is a charity registered in Scotland (No SC013532).

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| **The University & Town** |

Founded in the early 15th century, St Andrews is Scotland’s first university and the third oldest in the English speaking world.

Situated on the east coast of Scotland and framed by countryside, beaches and cliffs, the town of St Andrews was once the centre of the nation’s political and religious life.

Today it is known around the world as the ‘Home of Golf’ and a vibrant academic town with a distinctively cosmopolitan feel where students and university staff account for more than 30% of the local population.

The University of St Andrews is a diverse and international community of over 10,500, comprising students and staff of over 120 nationalities. It has 8,200 students, just over 6,600 of them undergraduates, and employs approximately 2,540 staff - made up of c. 1,190 in the academic job families and c 1,350 in the non-academic job families.

St Andrews has approximately 50,000 living graduates, among them former Scottish First Minister Alex Salmond and the novelist Fay Weldon. In the last 90 years, the University has conferred around 1000 honorary degrees; notable recipients include Benjamin Franklin, Rudyard Kipling, Alexander Fleming, Iris Murdoch, James Black, Elizabeth Blackadder, Tim Berners-Lee and Hillary Clinton.

The University is one of Europe’s most research intensive seats of learning. It is the top rated University in Scotland for teaching quality and student satisfaction and among the top rated in the UK for research. The 2008 Research Assessment Exercise judged 94% of the University’s research activity as internationally recognised with over 60% world leading or internationally excellent.

St Andrews is consistently held to be one of the United Kingdom’s top ten universities in university league tables compiled by The Times and The Sunday Times, The Guardian and The Complete University Guide. In the 2014/15 Times and Sunday Times Good University Guide, St Andrews is ranked 3rd in the UK, behind only Oxbridge. The same guide has named St Andrews its Scottish University of the Year in 2013 and 2014. The University has eight times been named the top multi-faculty university in the UK in the National Student Survey – a direct reflection of the quality of teaching, assessment and facilities. In international and world rankings St Andrews scores highly for teaching quality, research, international outlook and citations. In the 2014 Times Higher Education World Rankings St Andrews is 14th in the world for International Outlook, 33rd for research and teaching in Arts and Humanities and 81st for Citations. It is ranked 111th overall in the Times Higher Rankings and 88th in the QS University World Rankings.

Its international reputation for delivering high quality teaching and research and student satisfaction make it one of the most sought after destinations for prospective students from the UK, Europe and overseas. In 2012 the University received on average 12 applications per place. St Andrews has highly challenging academic entry requirements to attract only the most academically potent students in the Arts, Sciences, Medicine and Divinity.

The University is closely integrated with the town. The Main Library, many academic Schools and Service Units are located centrally, while the growth in research-active sciences and medicine has been accommodated at the North Haugh on the western edge of St Andrews.

As the University enters its seventh century, it is pursuing a varied programme of capital investment, including the refurbishment of its Main Library and a major investment in its collections, the opening of a research library, the development of a major arts centre, the refurbishment of the Students’ Union, and the development of a wind-farm and green energy centre to offset energy costs.