



JOB DESCRIPTION AND SELECTION CRITERIA

Deputy Housekeeper

Department	Housekeeping
Salary	Grade 4 on the University salary Scale: £22,847 pa - £26,341 pa (discretionary to £28,756 pa).
Hours	Full-time: 2080 hours per annum (based on a notional 40 hours per week) on a rota basis to include weekends and bank holidays. Some additional hours may be required during peak times and extra hours are taken as time in lieu. Overtime is not payable.
Contract type	Permanent following a satisfactory completion of a 6-month probationary period.
Reporting to	Head of Housekeeping
Contact	Head of Housekeeping, Deputy Housekeeper, Domestic Bursar, HR Department, ASE Team, Heads of Departments, students, Fellows, conference guests, Scouts and General Assistants.
Additional information	<p>Annual leave entitlement will be 30 days, including five days over the Christmas period, plus bank/public holidays. Due to operational requirements, you may be required to work on any of the bank holidays or weekends, for which time off in lieu will be provided.</p> <p>A uniform is provided</p> <p>Parking and accommodation is not available. The College provides a bus pass scheme, designated area for bicycles and operates a cycle to work scheme.</p> <p>Further details on staff benefits can be found on the back page</p>
Start date	
Standards	  INVESTOR IN PEOPLE

Wadham College

Wadham is one of the largest of the colleges of the University of Oxford, with approximately 450 undergraduates, 300 postgraduates, around 70 Fellows and approximately 120 support staff. Founded in 1610, Wadham celebrated its 400th anniversary in 2010.

Wadham attracts undergraduate and postgraduate students from a wide range of backgrounds thanks to its informal atmosphere, academic strength, historic environment and the open-minded, progressive and socially aware attitude of its

community. Wadham College is proud to be a Living Wage employer since April 2015 and has been awarded Investors in People since 2003.

The College's Governing Body consists of the Warden and Fellows and is chaired by the Warden. The current Warden is Robert Hannigan (Classics, 1983) who came to Wadham in September 2021.

Further information about Wadham College can be found at www.wadham.ox.ac.uk

General Overview

The Head of Housekeeping is responsible for the management and operation of the Housekeeping Department, the largest domestic team within the College. This includes planning, organising and developing the housekeeping services for the college, including students, Fellows, staff, guests and visitors.

The Housekeeping team consists of:

- 1 x Head of Housekeeping
- 2 x Deputy Housekeepers
- 15+ Scouts
- 3+ General Assistants
- 1 x Warden's Housekeeper
- Casual workers

The Deputy Housekeeper is a busy role, assisting the Head of Housekeeping in the day-to-day running of the Housekeeping Department. The Housekeeping management team consists of a Head of Housekeeping and two Deputy Housekeepers. The Head of Housekeeping will delegate tasks to each Deputy Housekeeper to ensure that workloads are covered and there is clear supervisory responsibility for staff and casual workers during a shift. The Deputy Housekeepers are expected to support one another in ensuring that there is clear communication and an effective handover so that high standards are maintained across the department. This role involves deputising for the Head of Housekeeping in their absence and ensuring the effective running of the department.

The post holder is expected to take a 'hands on' role where necessary. You may be required occasionally to work at other Wadham College sites, including for example Merifield site (Summertown), Dorothy Wadham site (Iffley Road) and at Lathbury Road.

The Deputy Housekeeper is expected to undertake regular inspections of the College site to ensure that the department is providing the highest standards of cleanliness and service, and team members are operating safely and efficiently. There are many staircases and public areas located both inside and outside which require regular, routine visits. Some have very steep access points. At times there is a need to carry items of equipment and materials to housekeeping staff on their staircases. By daily visits to the whole department, the Deputy Housekeeper keeps the Head of Housekeeping informed of the cleaning operation and any issues concerning its operational efficiency. It is expected that more thorough inspection of rooms would be undertaken on at least a termly basis.

During the vacations, the College's accommodation, catering facilities and meeting space are open to the public to book and the department manages a 'hotel-style' housekeeping provision during these periods, working closely with the Accommodation, Sales and Events (ASE) team and Lodge. The residents range from guests staying for as short a period as just one night, through to students staying in the same room for a whole year. The renting of rooms is a key source of income to the College, providing just under half of the College's total income.

Responsibilities and Duties

Staff Management

1. To deputise in the absence of the Head of Housekeeping ensuring a consistently high standard of performance, presentation and customer service in the department. Liaise with the other Deputy Housekeeper to ensure that staff and casual workers are clear about who to report to in the Head of Housekeeping's absence.
2. Assist the Head of Housekeeping, with the appointment, induction, monitoring, training, development and performance appraisal of team members. Recruitment support is provided by the HR Department.
3. Provide expertise and on-the-job training for team members (staff and casual workers) to support their training and development.
4. Support the Head of Housekeeping and other Deputy Housekeeper, with managing the allocation of workloads to team members and plan and distribute rotas to ensure the demands on the department are constantly and adequately covered.
5. Ensure that casual and temporary staff receive induction and refresher training and deliver any training if required, including on health and safety matters.
6. Check that housekeeping staff follow signing in and out procedures for keys.
7. Ensure that any employee relations matters are managed in accordance with College procedures and liaise with the Head of Housekeeping or HR Department where necessary.
8. To ensure that the Head of Housekeeping is regularly kept up to date with any staff or housekeeping matters so that a two-way approach is adopted.

Housekeeping Function

9. Assist the Head of Housekeeping in managing the administrative functions in the department, ensuring they are completed on time and accurately. These tasks include weekly overtime, sickness, absence monitoring and holiday requests for all staff in the Housekeeping Department, ensuring a consistent approach across the team. To ensure cover for absence, ensuring that work is evenly distributed and sufficient weekend and conference cover is provided.
10. Ensure a full daily absence report is produced and complete appropriate administration.
11. Assist other housekeeping staff for the purpose of supporting them in the completion of work activities where required.

12. Along with the Head of Housekeeping, develop, maintain and review appropriate systems, processes and procedures for the Housekeeping Department to ensure operational efficiency and effectiveness.
13. If required, attend any meetings in the absence of the Head of Housekeeping, for example the Heads' of Department Committee and the College's Health and Safety Committee.
14. Assist with conducting regular site inspections of the main College site to ensure that the department is providing the highest standards of cleanliness and service, and reporting any defects or issues appropriately.
15. Liaise with General Assistants on conference and teaching room lay-outs etc.
16. Liaise with students regarding access for room cleaning.

Resources and Stock

17. Assist the Head of Housekeeping with the management of the housekeeping stores, including the appropriate storage of items, issue of stock to staff, accurate record keeping and regular stock checks.
18. In consultation with the Head of Housekeeping, obtain cleaning materials, equipment, laundry and linen stock for the housekeeping department and other departments as required (e.g. cleaning materials for the kitchen and SCR/Hall Department), ensuring value for money, and liaising with the Domestic Bursar before placing large orders.
19. Monitor the use of the department's resources, provide updates to the Head of Housekeeping, and propose efficiency strategies where possible, to reduce environmental impact and cost.
20. Maintain accurate inventories of all residential and communal rooms, including the condition of furniture and furnishings, and identify areas for refurbishment to the Head of Housekeeping.
21. Assist with managing the storage of student belongings in the College's store room in line with College procedures.

Health & Safety and Maintenance

22. Support the Head of Housekeeping with complying with Health and Safety requirements within the Housekeeping Department, including assisting with maintaining, reviewing and updating COSHH information, safe working practices and department-specific risk documentation.
23. Ensure all staircases are checked before the start of term and at the end of student residency to check for damage. Damage must be reported to the Head of Housekeeping or Domestic Bursar as soon as possible.
24. Identify and report any maintenance work to the Works Department as soon as possible. Bring any outstanding maintenance works to the attention of the Head of Housekeeping.
25. In consultation with the Head of Housekeeping, liaise with the Maintenance Operations Manager to ensure timely completion of preventative and planned maintenance in an organized and well planned manner.

26. To collaborate with the Accommodation, Sales and Events team and the Accommodation Officer for room requirements and to identify ways of increasing revenue streams.
27. Report any incidents regarding welfare and student discipline to the Head of Housekeeping or Domestic Bursar as soon as possible.
28. Ensure housekeeping staff follow health and safety regulations and procedures, including wearing protective clothing provided and the appropriate use and storage of chemicals.
29. Ensure equipment is used correctly by housekeeping staff and any faults with the machines are repaired.
30. Comply with all legal requirements in regard to Health and Safety, environmental standards and ensure that College policies and procedures are adhered to at all times.

General Duties

31. If required, assist other Wadham College sites within the Oxford area (for example, Merifield site, Dorothy Wadham site) with housekeeping matters.
32. To comply with College data protection and information security policies and ensure processes and communications conform to College GDPR (General Data Protection Regulation) requirements.
33. Undertake any job related training as required.
34. Undertake any additional tasks commensurate with the role.
35. To maintain strict confidentiality at all times.
36. To work as part of a busy team
37. To be flexible and willing to help colleagues when required.

SELECTION CRITERIA

Essential

1. A good standard of education (at least A-level standard, NVQ level 3 or equivalent)
2. Demonstrable experience of working in a housekeeping or cleaning role, preferably in a similar environment.
3. Experience of working in a large, busy team
4. Previous experience of manual handling and COSHH
5. Demonstrable experience of Health and Safety
6. An interest in supervising staff and an ability to learn or demonstrate supervisory skills required in the role.

7. Good IT skills, including an understanding of MS Packages (Word, Outlook, Excel)
8. Good organisational and planning skills.
9. Good numeracy and literacy skills.
10. Able to maintain confidentiality at all times and deal with sensitive matters discreetly and sensitively.
11. An understanding of the importance of data protection and GDPR and ability to follow policies and procedures in relation to this.
12. Ability to multi-task with excellent attention to detail
13. Ability to work with minimal supervision and problem-solve
14. Understanding of the main requirements of health and safety legislation and good practice relevant to the duties of the post.
15. Committed to delivering a high level of customer service.
16. Excellent communication skills, including the ability to communicate with people at all levels.
17. The ability to work cooperatively with others and as part of a diverse team.
18. The willingness to learn and develop through training.
19. The ability to work under pressure, meet strict deadlines and effectively prioritise workloads.
20. The ability to work flexibly in line with the demands of the role.
21. A keen interest in housekeeping.
22. Able to carry out the requirements of the role.
23. To have a flexible attitude towards scheduling and duties
24. To be friendly, honest and reliable
25. To be presentable and maintain dress and department standards

Desirable

1. Experience of supervising staff in a similar role and/or delegating workloads.
2. Formal training and/or professional qualifications relevant to the role or be willing to achieve these.
3. Knowledge of Turbo booking system
4. Administrative experience
5. Previous experience of large institution working, e.g. schools, colleges, hotels etc.
6. Health and safety qualifications

APPLICATION PROCESS

Applicants are asked to complete an application form and cover letter, including the contact details of two individuals willing to act as referees:

1. The first referee should be the applicant's current or most recent a former line manager, Head of Department or someone with supervisory responsibilities
2. The second referee should ideally be a former line manager, Head of Department or someone with supervisory responsibilities from a different establishment than the first referee.

Applicants should ensure that they outline the reasons for their interest in either the application form or cover letter and the qualities they feel would make them particularly suitable for this position. If this information is already provided in a cover letter then please mention this in the application form so the shortlisting panel are aware. Applicants will be judged on their completed application form, cover letter and how they meet the selection criteria outlined above.

Please can you complete an equal opportunities survey form which can be found online at: <https://oxford.onlinesurveys.ac.uk/equal-opportunities-survey-20-21>. If you would prefer a printed copy then please contact the HR Department at vacancies@wadham.ox.ac.uk or on 01865 277900.

This position will remain open until filled. Applicants are advised to apply as soon as possible. Shortlisted applicants will be notified will receive a response as soon as possible (usually within three weeks). Applications should be sent to: vacancies@wadham.ox.ac.uk or alternatively the HR Department at Wadham College, Parks Road, Oxford, OX1 3PN.

Special Arrangements

The College welcomes applications from candidates who have a disability. These documents will be made available in large print, audio or other formats on request. Applicants invited for interview will be asked whether they have any special requirements to make the interview more convenient and effective for them.

Data Protection

Information regarding the way we process your personal data, as part of the General Data Protection Regulation (GDPR) and Data Protection Act, can be found at on our website at: <http://www.wadham.ox.ac.uk/governance/wadham-college-gdpr-framework>. This includes a copy of the Privacy Notice for Job Applicants.

Wadham College Equality Statement

Subject to statutory provisions, the aim of our policy is to ensure that no applicant, student, or member of staff will be discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or parenthood, race, religion or belief, sex, or sexual orientation, or be disadvantaged by conditions or requirements which cannot be shown to be permitted by law.

Wadham College Values

Wadham has a proud tradition of being at the forefront of advancing equality of opportunity, and celebrates vigorous debate, independent thought, and academic excellence. We seek to create a welcoming, accessible, and secure environment in which to work, study, live, and visit. Our community embraces people of all ages,

backgrounds, races/ethnicities, nationalities, beliefs (including religious beliefs), genders, sexualities, dis/abilities, and appearances. This diversity, underpinned by mutual respect and consideration, enriches us all.

BENEFITS OF WORKING AT WADHAM COLLEGE

Training and Development Opportunities	Further details can be found at: https://pod.admin.ox.ac.uk/learning-and-development-opportunities-professional-services-staff-0
Free Staff Meals	Staff are normally entitled to take a free lunch when on duty, the kitchen is open and they have worked longer than a 6-hour shift.
Corporate Discounts (through the University of Oxford)	Below is an example of the discounts available (this list is not exhaustive) <ul style="list-style-type: none"> • 10% discount in some University shops • Free entry to Oxford colleges and libraries which charge for admission • Discounted computer software from the University Computing Service • Free access to the University Botanical Gardens • Discounted membership of the Iffley Road gym and swimming pool
Access to Wadham Gardens and Leisure Facilities	Staff may use the gardens at Wadham, sports ground pitches and tennis courts (located on Marston Ferry Road, Oxford). Wadham College hires a punt annually from the Cherwell Boat House which staff are permitted to hire for a small fee and a squash court is also available within the College. The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym.
Staff Entertainment	The College arranges social events including charity raffles, coffee mornings, cake sales, quiz nights, staff Christmas party and children's Christmas party.
Pension	The University offers generous occupational pension schemes for eligible staff members. Opportunity to join the Oxford Staff Pension Scheme (OSPS). Details are available online at: https://finance.admin.ox.ac.uk/osps General information about university pensions can be found at: https://finance.admin.ox.ac.uk/pensions
Travel	The College offers travel schemes and public transport travel discounts to staff. Full details are available from the College.
Nurseries and childcare	The University offers quality childcare provision services at affordable prices to College staff. For full details about the services offered, please visit www.admin.ox.ac.uk/childcare Due to the high demand for nursery places there is a long waiting list, although Wadham offers a limited number of places on a sponsored priority scheme to help reduce the waiting time.
Private Medical Insurance	The Oxford Colleges' Healthcare Scheme is available to eligible staff and further details are available from the College. Members of staff are expected to contribute to the scheme.

Discounted Guest Rooms	Staff may on occasion book a room at Wadham College, subject to availability. Staff are entitled to receive a discount on accommodation during our College vacation periods, subject to terms and conditions.
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