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| **Job Title** | Housekeeping Supervisor  |
| **Reports to** | Head of Housekeeping  |

**Job Purpose**

Our Housekeeping Supervisors are fundamental to ensuring that our Boarding Houses are kept as clean, orderly and welcoming as possible. The Boarding Houses are integral to our pupils’ lives, and Housekeeping Supervisors therefore have a direct impact on pupils’ experiences of life at Eton College.

As Housekeeping Supervisor, you are responsible for supervising the work of a team of Housekeepers within five of our boarding houses. Your role is to make sure that all cleaning is undertaken to the required standards, and is consistent across the houses that you support. You also provide training and guidance for your team, and work with the wider Housekeeping and Central Cleaning team to ensure the smooth running of the department.

**Key Tasks and Responsibilities**

* Supervising your team of Housekeepers to make sure that the boarding houses and any other areas under your care are clean, tidy and inviting at all times. Your supervisory duties will include, but are not limited to:
* Assigning and inspecting work to ensure that cleaning standards (including COSHH standards) are being met, Service Level Agreements achieved, and house events appropriately prepared for;
* Ensuring that the work of your team is consistent across the different houses that you support;
* Investigating complaints about poor housekeeping service and taking corrective actions where necessary;
* Taking action to address any under-performance of team members or inconsistency across houses;
* Dealing with problems and issues within your team, with support from the Cleaning Duty Managers and Head of Housekeeping and Central Cleaning as appropriate;
* Training and inducting new team members to ensure that they are able to effectively perform in their roles and deliver exceptional customer service to the houses;
* Providing ongoing training on work procedures and the use and maintenance of equipment;
* Ensuring that team members receive safeguarding training which is appropriate to their role (for example, spotting the signs of likely drug or alcohol abuse in a pupil’s room);
* Undertaking annual performance appraisals, giving constructive feedback and identifying development opportunities;
* Building and maintaining a motivated and positive team who provide an excellent Housekeeping service;
* Working closely with the Workforce Planner and Cleaning Duty Managers to ensure appropriate staffing levels are maintained and house rotas are effective to deliver the standards required;
* Supporting the Workforce Planner and Cleaning Duty Managers to deal with short term cover issues;
* Assisting the Head of Housekeeping and Central Cleaning with recruitment and selection activities for Housekeeping staff;
* Overseeing cleaning supplies (in conjunction with your Housekeeping Supervisor colleagues), which includes taking regular inventories and ordering new stock as appropriate, and issuing supplies and equipment to Housekeeping staff as needed;
* Make recommendations regarding ways to improve the Housekeeping service and ensure more efficient operation;
* Undertaking cleaning and housekeeping tasks as required to ensure the smooth functioning of the housekeeping service;
* Undertaking any other reasonable duties as required.
* Where required, undertake regulated activity, such as unsupervised contact with children, ensuring that safeguarding procedures are followed and providing safe and effective care at all times.
* Good understanding and effective implementation of Child Protection procedures
* Commitment and promotion of equality, diversity & inclusion
* Commitment to safeguarding and promoting the welfare of children, including by not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood.
* Understand and comply with procedures and legislation relating to confidentiality.

Please note:

•Housekeeping Supervisors are normally aligned to approximately five Boarding Houses, however this number may increase or decrease depending on the needs of the School, and the specific boarding houses you support may also change on a temporary or permanent basis.

•All Housekeeping Supervisors are required to support the set up and close down of the House at the start and end of each term (known as a Half). The set up and close down normally takes three days. Depending on the date on which the Half starts, these days may fall over a weekend, or on a weekday when you do not normally work. We understand that you may need to make plans to allow you to come into work to support the set up and close down if you are not normally rostered to work on those days, therefore the School will give you as much notice as possible of the dates – where feasible, we will aim to give you at least six months’ notice.

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* Previous experience in a similar role, ideally within a hospitality environment;
* Prior line management or supervisory experience;
* A flexible approach to work and a ‘can do’ attitude;
* Excellent communication skills – with the ability to develop and maintain positive working relationships with challenging stakeholders;
* The ability to work with minimal supervision and to use your own initiative;
* The desire to provide excellent customer service, and the will to make sure that your team do the same;
* Great attention to detail and pride in your work – you must be keen to deliver the highest possible standards and understand the impact your work has on pupils who are away from home, especially those who have recently joined the College and who are in unfamiliar surroundings;
* To enjoy working as part of a team and be willing to get stuck in and support your colleagues, even with tasks you may not usually perform;

**Working Pattern**

Depending on the role you are in, you will have one of the following working patterns:

Monday to Friday 8am to 4.30pm, you would be expected to work Saturdays if one of the 3 days start/end of half falls that way. With a weekly rotation from Monday to Friday 7am to 3.30pm.

* Your working hours will be 40 hours per week, 5 days a week.
* You will be working 52 weeks per year.
* You will be entitled to 21 days holiday of holiday per year.

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.