

**Job title**            Cleaning Duty Manager

**Reports to**         Domestic Bursar

### **Job purpose**

Our Cleaning Duty Managers are fundamental to ensuring that our school buildings, boarding houses and public areas are kept clean, tidy and inviting. Working on a rota pattern which covers 7 days per week, the Cleaning Duty Managers are responsible for trouble-shooting problems that arise, organising short term cover at times when the Workforce Planner is not on duty, building and maintaining close working relationships with Dames and other key stakeholders to ensure that their needs are being met, and working with the Head of Housekeeping and Central Cleaning and the Housekeeping and Central Cleaning Supervisors to identify areas for improvement in our cleaning service.

### **Key tasks and responsibilities**

- Building and maintaining positive and constructive working relationships with Dames, Heads of Department and other key stakeholders to ensure that their needs are being met. This will include undertaking regular visits to boarding houses and other departments to hear feedback, and liaising closely with the Dame Cluster Group Heads about the housekeeping service that is provided;
- Working closely with the Domestic Bursar and the Housekeeping and Cleaning Supervisors to address any feedback;
- Troubleshooting any emergencies / problems which arise, where relevant working in conjunction with the Housekeeping Supervisors and the Workforce Planner regarding any staffing considerations to resolve those problems. Please be aware, this is likely to involve you in some cleaning activities;
- Working with Dames, Heads of Department and Housekeeping and Cleaning Supervisors to ensure that the Housekeeping and Cleaning Team are meeting the required standards and SLAs (including COSHH standards) and that there is consistency across the school;
- At times when the Workforce Planner is not on duty, organising cover to address emergencies and short-term cover issues;
- Supporting the Housekeeping and Cleaning Supervisors to deal with issues within their team as and when required, and assisting with the management of disputes or employee relations issues when requested;
- Supporting the induction, training and monitoring of new housekeeping/cleaning staff;
- Supporting the Domestic Bursar in managing employee relations issues as required;
- Supporting the Domestic Bursar to conduct and manage performance reviews and appraisals;
- Working with the Workforce Planner to identify any deficiencies in workforce or resource, and suggest training requirements;
- Supporting delivery of training and refreshers as requested and required by law and College policy (e.g., COSHH, safe use of equipment and safeguarding-related training where appropriate);
- Working with your colleagues to identify ways in which the cleaning and housekeeping provision across the school can be improved, including how the school can become more efficient;

Last Updated: May 2026

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- Being flexible to work across the cleaning and housekeeping operation in the College as required;
- Undertaking any other reasonable duties to help facilitate the smooth running of cleaning and housekeeping services within the Boarding Houses.

All employees of Eton College are also expected to:

- Develop a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity';
- Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood;
- Understand and comply with procedures and legislation relating to confidentiality;
- Display a commitment to and promotion of equality, diversity and inclusion.

### **Skills and competencies required**

To be successful in this role, you will need:

- Proven supervisory experience within a housekeeping or cleaning team, ideally within a hospitality environment;
- Demonstrable relationship building skills, combined with a desire to provide excellent customer service at all times;
- Excellent communication skills – both verbal and written – with the ability to effectively influence people, gain buy in and develop trust;
- High levels of resilience combined with a problem-solving ability;
- To be happy to undertake cleaning as and when required.

You may enjoy this role if:

- You have a flexible approach to work and a 'can do' attitude;
- You have great attention to detail and take pride in your work – you're keen to deliver the highest possible standards and you understand the impact your work has on boys who are away from home, especially boys who have recently joined the College and who are in unfamiliar surroundings;
- You enjoy working as part of a team and you are happy to get stuck in and support your colleagues;
- You're able to work unsupervised and use your own initiative;
- You have good time management skills, well-presented and have the ability to prioritise.

### **Working pattern**

- This role is a permanent position working 52 weeks a year. Our two Cleaning Duty Managers work a rotating shift pattern of four days on and four days off throughout the year.
- The normal working day is 7am to 6.30pm, with one unpaid hour for lunch.
- You will be entitled to 28 days holiday, 3 of these days will need to be reserved for the Christmas shut down period. You are also entitled to 8 bank holidays. (You must use all your entitlement (including any lieu days) during periods of school holidays. If a bank holiday falls during a school term period, you will be required to work this day and you will receive an additional day's holiday in lieu).

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## ROLE PROFILE

### **Disclosure checks**

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as “spent” under the Act) must be declared, subject to the DBS filtering rules. 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.

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