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| **Job Title** | Cleaning Duty Manager  |
| **Reports to** | Head of Housekeeping |

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| **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.  |

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| **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 Head of Housekeeping and Central Cleaning 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;
* Working with the Workforce Planner to identify any deficiencies in manpower or resource, and suggest training requirements;
* Carrying out training of staff 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;
* Keeping up to date with the School’s Safeguarding and Child Protection Procedures, working closely with Dames to ensure that relevant safeguarding training is provided for Housekeeping staff (for example, how to spot the signs of a pupil’s alcohol or drug misuse in the course of their role);
* Commitment to equality, diversity & inclusion;
* Commitment to safeguarding and promoting the welfare of children;
* Undertaking any other reasonable duties to help facilitate the smooth running of the department, which includes cleaning as and when required.
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| **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;
* Great attention to detail and 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;
* A flexible approach to work and a ‘can do’ attitude – you must also enjoy working as part of a team and be happy to get stuck in and support your colleagues;
* The ability to work with minimal supervision and to use your own initiative;
* To be happy to undertake cleaning as and when required.
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| **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 6pm, with one unpaid hour for lunch. |