

## Job Description

Job title	Housekeeping Porter's Manager
Department	Housekeeping
Reports to	College Housekeeper

*This document outlines the output and key accountabilities required of the post holder, as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

## Purpose of the role

To provide managerial oversight of all aspects of the Housekeeping Porters' remit of facilities management in and around the College estate, whilst also engaging in day to day work as part of the team. To support the aims of the Housekeeping Department in the provision of high quality services to students, Fellows, guests and staff.

## Background information

Based at	Gonville and Caius College, Cambridge.
Hours of work	Full time (39 hours per week) to be worked over five out seven days. The post includes supporting events outside of normal working hours including some evening work
Contract type	Permanent
% FTE	1.0 FTE
Qualifications	A level or equivalent, driving licence
Key skills	Good leadership skills. Strong communication skills. Ability to organise time a workload effectively to meet deadlines.
Work experience	Management/Leadership position Implementation of practical arrangements, schedules and standards checking
Budget Responsibilities	NA

## Main duties and Responsibilities

### General

- To effectively and efficiently manage and deliver the facilities resources in relation to the care, cleanliness and order of the College estate.
- To demonstrate ongoing agile project planning skills through each busy year of activity for the Housekeeping Porters team of 3 (including this role) plus supplementary casual support hours in peak periods.
- To proactively suggest and implement solutions for the most efficient deployment of the team, short, medium and longer term.
- To collaborate with all colleagues requiring services and support, with a strong emphasis on liaison with the Conference team.

Staff management, including Health & Safety

## Main duties and Responsibilities

- To manage practical arrangements with regards to the duties of the Housekeeping Porters, reflecting and anticipating seasonal and other high-pressure periods.
- To manage cover for events outside usual contracted hours.
- To demonstrate efficient logistical planning at all times, taking into account activities that are spread across Cambridge's busy city centre.
- To ensure the safe use and management of the department vehicle in accordance with College policies.
- To manage the team resource within applicable Health and Safety legislation.
- To consider individual needs, and implement training to meet the needs for all team members.
- To complete appraisals and objective setting for line reports.

## Manual Handling, and practical tasks

- Management of, and support for, the distribution and/or delivery of goods and heavy items of furniture/equipment, using appropriate systems of work for their safe handling. As the role is physically demanding the postholder must have the ability to lift and handle large/heavy objects.
- Set up public rooms and function spaces (for meetings, private dinners, student bops, conferences, etc.) in accordance with Conference team direction within the KX system or other similar directives.
- To support wider College requirements such as distribution of housekeeping supplies, servicing curtains and blinds, replacement of light bulbs, cleaning of buildings and outdoor flooring areas in and around the College estate. Working at height will be required.
- To be responsible for the management of storage, display and deployment and appearance of signage boards and display cabinets.
- To hold the main College oversight role in relation to recycling, electrical recycling and refuse management.
- To provide comprehensive management of services providers such as refuse and recycling, proactively considering the impact of seasonality and specific events in College activity on refuse creation and disposal needs, and ensuring the oversight of safe systems of work in relation to refuse management. This includes training for other departments such as catering.
- To provide information, project management and support as required in the following areas: outdoor furniture arrangements; use options and condition assessments of furniture and fabric across the Estate; ad hoc maintenance projects; College events such as the May Ball.
- To consult the ticketing system, and manage the ticket request and resources as appropriate.

## Communication

- To lead a small team of Housekeeping Porters in an effective, positive and professional manner.
- To store on a shared drive up-to-date and detailed schedules of work for the reference of all senior members of the Housekeeping team.
- To implement and manage a comprehensive stock and asset control and deployment system, to include quality control and anticipatory purchase requests to replace obsolete or poor performing stock. This will include (but not be limited to) white goods, stock furniture items, ice melt, flip charts and related paper.
- To adopt an approachable communication style with stakeholders, and to liaise and collaborate with all College departments and their staff in respect of functions, events, systems of work etc.
- To proactively consult and understand the Kinetics room booking system, maintaining a forward view for several months of future activity as well as a short term plan over 7-14 days, and carry out the requirements listed, liaising with Conference office personnel as necessary to ensure comprehensive and flexible support.
- To follow up on completion of tasks, seeking feedback on performance from others, and to share learning points within the team effectively.

### Main duties and Responsibilities

- To communicate appropriately with all members of the College community.
- Assess and report any unreasonable behaviour to the College Housekeeper so that necessary action can be taken. This would include any areas or furnishings found in an unreasonable condition after a booking.
- Observe security precautions and report incidents or concerns to the College Housekeeper, or directly to the Porters/Head Porter where appropriate.

### Other Duties

- Driving the College vans or College utility vehicle.
- Any other reasonable duties, including all those specified within the Housekeeping Porters job description as required in support of the team.

### FURTHER REQUIREMENTS & INFORMATION RELEVANT TO THE ROLE

Additional role requirements	Yes	No
DBS check		X
Lone working	X	
Manual handling	X	
Working at height	X	
Uniform required	X	
<b>Training requirements</b>		
Anti-bribery		X
Bullying and Harassment for Employees	X	
Cyber Security Awareness	X	
Emotional Intelligence	X	
Equality, Diversity & Inclusion	X	
Fire Awareness	X	
GDPR Essentials	X	
Health & Safety Essentials	X	
COSHH	X	
Display Screen Equipment	X	
Emergency First Aid at Work	X	
Personal & Protective Equipment	X	
Slips, Trps & Falls	X	

### Team Responsibilities

- Participate in team meetings when required.
- Share ideas for improvements.
- Help other employees when you have spare capacity or time.
- Help cover staffing shortfalls when required.
- Help to keep the department calm by working well and showing consideration for others.

*This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by the College management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.*

### **Health and Safety**

All employees must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

### **Continuous Professional Development**

Caius is supportive of continuous professional development and opportunity for training and development will be provided.

Person Specification



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	Criteria	Essential/ Desirable	Assessment Method: A = Application I = Interview T = Test
Qualifications and Training	• Management of a support team and implementation of practical arrangements, schedules and standards checking.	E	A/I/T
	• Clean Driving Licence	E	A
Knowledge, Skills & Proven abilities	• Ability to organise time and workload effectively, meeting deadlines where necessary	E	A/I/T
	• Resource planning and scheduling experience	E	A/I/T
	• Stock management	E	A/I
	• Ability to lead a team	E	I/T
	• Ability to work on own initiative	E	A/I/T
	• Methodical approach	E	I/T
	• Strong communication skills and a good command of the English language	E	A/I/T
	• Ability to liaise cross-departmentally	E	I/T
	• Computer literate	E	A/I/T
Behaviours	• Trustworthy	E	I/T
	• Self-motivated	E	I
	• Positive and professional attitude	E	A/I/T
	• Effective problem-solving skills	E	I/T
	• High degree of creativity and resourcefulness	E	I/T
	• Able to maintain confidentiality	E	I/T
	• Desire to continually look for opportunities to improve the service provide	E	I/T
• Willingness to work flexibly to meet the demands of the role	E	A/I	

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