

Job Description	
Job title	Team Leader
Department	Housekeeping
Reports to (Position Title)	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

The role is responsible for monitoring cleaning standards throughout Domestic Assistant areas of work, both for routine and cover-supply, creating records for the Housekeeping management team which will inform and contribute to the overall performance ratings in staff appraisals. The role also supports the issue and distribution of linen, chemical and consumables to Domestic Assistants, the reporting and consultation undertaken via the ticketing systems and KX room-booking systems and assist in the checking of rooms prior to occupant arrival.

Background information

Based at	Gonville and Caius College sites, Cambridge.
Hours of work	37.5 per week
Contract type	Full time, Permanent
FTE	1.0
Qualifications	No specific qualifications required
Key skills	<p>Good Communication skills. Appropriate communication style. Exemplary standards of work. Good organisational skills. Basic IT skills and understanding of College IT systems. Resourceful and able to work well under pressure.</p>
Work experience	<p>Experience in a cleaning role is essential. Supervisory experience is desirable.</p>
Budget Responsibilities	No

Main duties and Responsibilities	Time / Frequency
<ul style="list-style-type: none"> To retain a portion of the shift for cleaning but may be required to adopt a Team Leader role for a greater portion of the day in busy times. 	Daily
<ul style="list-style-type: none"> To assist staff in communication and understanding of work charts. 	Daily
<ul style="list-style-type: none"> To follow a systematic and recordable, work area standards checklist. 	Daily
<ul style="list-style-type: none"> To Check area preparations for incoming students, Fellow's or Guests 	As required
<ul style="list-style-type: none"> To assist in the dissemination of information 	Daily
<ul style="list-style-type: none"> To assist in the issue and distribution of linen, chemical and consumable supplies to staff during conference, B&B and short-term accommodation bookings. 	As required
<ul style="list-style-type: none"> To be a point of contact in the absence of the Housekeeping Management Team. 	As required
<ul style="list-style-type: none"> To support the aims of the department and reasonable requests from the Housekeeper that are in line of the usual remit of the post. 	As required

Person Specification

Job title	Team Leader
Department	Housekeeping
Reports to (Position Title)	Housekeeper, Caius Property Manager, Supervisors and Senior Team Leader.

	Criteria	Essential /Desirable	Assessment Method: A = Application I = Interview T = Test
Qualifications and Training	<ul style="list-style-type: none"> No specific qualifications required 	Desirable	A
Knowledge, Skills & Proven abilities	<ul style="list-style-type: none"> Exemplary standard of work 	Essential	I
	<ul style="list-style-type: none"> Clear and positive communication style 	Essential	A, I
	<ul style="list-style-type: none"> Good task management 	Essential	A, I
	<ul style="list-style-type: none"> Works well under pressure 	Essential	I
Behaviours	<ul style="list-style-type: none"> Team player 	Essential	A, I
	<ul style="list-style-type: none"> Helpful and approachable 	Essential	I
	<ul style="list-style-type: none"> Dynamic 	Essential	A, I
	<ul style="list-style-type: none"> Resourceful and reliable 	Essential	I
	<ul style="list-style-type: none"> High standards of work 	Essential	A, I

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	
Training requirements		
Fire safety	X	
Health & Safety	X	
Data Protection	X	
Equality & Diversity	X	
The Prevent Duty	X	
Understanding Unconscious Bias	X	
Cyber security	X	
Dignity at work	X	
Anti-bribery and corruption	X	
Microsoft Office		X
Accommodation database		X
Kinetics	X	
Fire Extinguisher training	X	
Fire Warden		X
Mental Health Awareness		X
COSHH	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.