



Job title	Senior Housekeeping Supervisor – Main Site
Department	Accommodation
Location	Mansfield College and associated off-site accommodation
Grade and salary	£ 13.61 per hour
Hours	Part time 35 hours per week
Contract type	Permanent
Reporting to	Head Housekeeper
Responsible for	<i>Supervision and work allocation of the Housekeeping Team</i>

The role

The Senior Housekeeping Supervisor is to assist the Head Housekeeper and Assistant Accommodation Manager in the smooth running of the College accommodation services, ensuring the highest standards of cleaning are achieved throughout the College's residential properties during term time and the conference season.

They will assist with staff training, coordinating on-the-job training including COSHH and Health and Safety training. They will be responsible for carrying out inspections of College student accommodation, communal areas, as well as general College areas, to ensure standards of cleaning are being met and addressing any areas of concern with the Housekeeping Team as directed by the Head Housekeeper and Assistant Accommodation Manager.

They will also have overview of the Linen Room and Laundry activities.





About Mansfield College

Mansfield College is one of the 39 constituent colleges of the University of Oxford. It has around 55 academic staff, 255 undergraduates, 220 graduates and 42 visiting students. This relatively small size engenders friendly and close relationships not only among students and tutors, but across the whole community at the College.

Throughout its history, Mansfield has worked hard to make an Oxford education available to previously excluded groups, most recently in its successful access initiatives, promoting application from students from the state sector, and from backgrounds of educational and financial disadvantage. It is currently the Oxford College with the most diverse undergraduate body and has the highest proportion of state sector students. The current Principal is Helen Mountfield KC.

The College is also home to the Bonavero Institute of Human Rights, within Oxford University's Law Faculty, which was opened by the late Secretary-General of the United Nations, Kofi Annan, in 2018.

In 2021, Mansfield was recognised as a university College of Sanctuary by the UK charity City of Sanctuary, after demonstrating an ongoing commitment to nurturing a culture of inclusivity and awareness on campus for those seeking sanctuary (which includes refugees and asylum seekers), as well as in the wider community.

Detailed information about Mansfield College may be found at www.mansfield.ox.ac.uk

Responsibilities

The following is a list of general duties to be undertaken by the post holder. A full description of the daily duties will be provided to the postholder in a separate Work Schedule by the Accommodation Manager, depending on the needs of the College.

Supervision and Cleaning Duties

- Checking every morning that Housekeeping Team Members have signed in and organise cover in any instances of unexpected absence.
- Ensuring that good time keeping is kept by all Housekeeping staff maintain relevant records.
- Liaising with the Head Housekeeper regarding any cover for holidays or long-term sick leave.
- Supervising the Housekeeping Team and make regular on-the-spot staircase and zone visits, checking that work is completed and carried out to high standards of cleanliness and hygiene.
- Ensuring all Housekeeping Team Members are using correct cleaning materials and equipment i.e. that colour coded clothes and mops are used.
- Dealing with minor student queries and, where appropriate, escalating these to the Head Housekeeper or Assistant Accommodation Manager in their absence.
- Assisting in the training of Housekeeping Team and temporary agency staff and to maintain relevant records making sure that copies are sent to Human Resources in an electronic format.
- Processing the housekeeping weekly cleaning materials order forms and ordering cleaning materials via the Head Housekeeper.
- Supervising and monitoring the progress of the end of term deep cleaning programme
- Assisting the Head Housekeeper, making sure that rooms are cleaned and prepared on time for occupation by students at the beginning of term, for conference delegates during the Easter and summer vacations and for Student Admissions at Christmas.





- Monitoring the allocation of Junior Guest Rooms, Fellows Guest Rooms and miscellaneous accommodation and ensuring the rooms are ready.
- Assisting the Head Housekeeper with instructing and ensuring the safe practice of the use of chemicals supplied to the cleaners.
- Reporting any maintenance defects to the Maintenance Team via the online ticketing system.
- Being available for weekend work and off-site cover of the Offsite Senior Housekeeping Supervisor at the peak times of the year, i.e. departure and return of students for terms and for in-coming conferences, absences and admissions periods.
- Having a can-do, hands-on attitude with the Housekeeping Team Members in keeping the College clean and tidy to a high standard.
- Undertaking any training in the use of equipment and courses as required.
- Assisted by the Head Housekeeper, carrying out staff induction and training.

Linen room/Laundry Duties

- Responsible for the smooth running of the Linen Room including the ordering, issuing and stock control of the cleaning materials, equipment and conference linen and laundry.
- Distributing conference rooming lists.
- Checking laundry invoices, validating and recording where required.
- Ordering new stock annually via the Assistant Accommodation Manager.
- Dealing with external laundry provision.
- Arranging linen delivery for guests of the College.

Termly Duties

- Making termly cleaning cupboards checks making sure the cleaning cupboards are kept safe, clean and tidy.
- Assisting in making a termly check of all the Student/Fellows accommodation, communal areas and offices.
- Assisting the Head Housekeeper in organising the spring clean/end-of-term cleaning programme for Housekeeping. This includes carpets and curtains, windows, paintwork cleaning, moving of furniture to clean behind it, skirting boards, high level dusting, ensuring all areas are clean and fresh. Where necessary reporting any maintenance issues to the maintenance department.

General

- Notifying the Accommodation Manager, Assistant Accommodation Manager and Head Housekeeper or Domestic Bursar of any problems that may affect the smooth running of the College (e.g. safety issues, welfare issues, maintenance issues, etc).
- Undertaking other such duties consistent with the purpose of the job, as may be assigned from time to time by the Accommodation Manager, Assistant Accommodation Manager, Head Housekeeper, Domestic Bursar or his/her nominee. This may include working in one of the College's external properties.





Selection criteria

Essential selection criteria

- Experience of working as a Cleaning Supervisor or a Housekeeping Supervisor in a College environment.
- Training in COSHH, Health and Safety and Manual Handling.

Specific knowledge/skills (technical)

- Eye for detail and an understanding of what 'working to a high standard' looks like.
- Good verbal and written English communication skills, with ability to relate well with Senior Members, Staff, Students, Contractors and Suppliers.
- Good interpersonal skills enabling effective translation of problems into practical solutions.
- Able to supervise the work of others and work effectively as part of a team.
- IT skills: able to use Microsoft Windows applications (including Excel) and other database systems (for conference and student accommodation). System specific training will be given.

Personal Attributes

- Self-motivated and an ability to work without close supervision and a tolerance of dealing with routine problems.
- Ability to work to deadlines, well organised, flexible work duties and with changing priorities, whilst remaining calm under pressure.
- Ability to maintain confidentiality when dealing with sensitive situations.
- Reliable, honest and trustworthy.
- Willing to undertake training as provided by the College or external provider.

Desirable selection criteria

- Previous experience in a cleaning role (domestic or commercial)
- Previous experience working with young adults

Terms and Conditions Summary

Appointment: This is a part-time, permanent post working 35 hours per week. The appointment will be conditional on receipt of evidence of right to work in the UK documentation and satisfactory references and a satisfactory DBS check. Potential applicants should note that this advertisement does not satisfy the requirements of the UK Home Office in relation to a sponsorship for a visa.





Probationary Period: There will be a probationary period of 3 months. Only after successfully completing this probationary period will the appointment be confirmed.

Notice Periods: During the probationary period, the post-holder's employment may be terminated by either side on one weeks' written notice. Once the appointment is confirmed, the period of written notice will be 1 month.

Benefits

- Generous Paid maternity/paternity/adoption/parental leave
- Employee assistance programme (EAP) with Health Assured
- 1 annual subscription fee for membership to a professional body
- Subsidised bus pass loan, season ticket rail loan
- Eye Care subsidy for DSE users - free eye test and a contribution towards lenses.
- A childcare salary sacrifice scheme
- Free Gym, Swim & Track access for college staff at Iffley Road, discounts for spouses & partners cohabiting

Pension: The post-holder will be automatically enrolled in the University of Oxford Staff Pension Scheme (OSPS) unless they notify the College otherwise.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated.

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete all relevant health and safety training.

The hazards or safety-critical duties involved are as follows:

- Regular manual handling
- Working with cleaning products
- Ensuring a safe environment for all while carrying out your duties.





How to apply

If you would like to apply please upload your CV and a cover letter or supporting statement as PDF files via our website: [Work for Us - Mansfield College](#)

For enquiries regarding the post please feel free to contact the Accommodation Manager, Sarah Jacobs accommodation.manager@mansfield.ox.ac.uk.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of **two referees** and indicate whether we can contact them now.

All applications must be received by 12 midday UK time on the closing date stated in the online advertisement.

If you need help

For general support enquiries on how to apply for the role, please email vacancies@mansfield.ox.ac.uk

Please note that correspondence on application progress will be via email. **Please check your spam/junk mail** if you do not receive an email.

Important information for candidates

Equal Opportunities

Mansfield College and the University of Oxford are equal opportunities employers and welcome applications from all suitably qualified candidates. Mansfield actively welcomes diversity amongst its staff and students and all reasonable adjustments will be made to the recruitment process, working arrangements and/or environment to accommodate applicants with any form of disability. Applications are particularly welcome from Black, Asian, and Minority Ethnic candidates, who are currently under-represented in college posts at Mansfield.

Please let us know if you believe there are any reasonable adjustments we should be making to assist you with your application. If you feel that you have a disability which may affect your application, please let us know.

Please also let us know of any reasonable adjustments that we would need to make for you to attend an interview.

To comply with UK employment legislation the successful candidate will be required to provide documentary evidence of his or her eligibility for employment before starting work with the College. Potential applicants should note that this advertisement does not satisfy the requirements of the UK Home Office in relation to a sponsorship for a visa.





Data Privacy

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see: [GDPR Framework](#) | [Mansfield College, Oxford](#)

Benefits of working at Mansfield College

Annual Leave

College employees enjoy a generous annual leave package of 25 days, pro rata in year of joining in addition to the College closed period (5 days at Christmas) plus Bank Holidays.

Staff Meals

College employees can benefit from a free meal while on duty during normal operations. Mealtimes are always a welcoming opportunity to meet fellow staff. Some posts come with specific dining rights which will be outlined in the contract of employment main terms and conditions.

Pension Scheme

We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme). Further details will be provided on appointment. This post is pensionable in OSPS.

Family-friendly benefits

The College follows the University of Oxford's family leave schemes. With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. <https://hr.admin.ox.ac.uk/family-leave#/>

