

Housekeeping Team Leader

Job Ref: REQ260658

School/Department summary:

The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

Job Description

Job Family and Grade: Operational Services Grade 2

Job Purpose

Responsible for the day to day supervision of a team of Housekeepers ensuring that cleaning standards, quality control checks, health and safety and maintenance reporting procedures are adhered in order to provide a positive experience for students and conference delegates.

Job Duties

Staff Supervision

- Responsible for the day-to-day supervision of around twenty Housekeepers, assisting in the allocation of daily duties and actively monitoring standards of work
- In conjunction with the Hall Manager or Assistant Hall Manager, assist with carrying out staff training and inducting new Housekeepers
- Assist with coaching of team members and work with underperforming team members in order to improve standards
- Assist with the issuing of master keys to team members, ensuring accurate records are kept and checking that keys are returned to a secure location

Training

- Assist in the training of Housekeepers in the correct use of equipment and materials to ensure safe and economical working practices
- Follow written procedures and work practices, using this to assist with the training and supervision of team members
- Attend any other relevant training

Auditing and Quality Control

- Promptly report defects and maintenance issues to the Hall Manager or Assistant Hall Manager, assisting with maintaining the upkeep of the accommodation
- Assist in issuing cleaning materials to team members, carrying out stock takes and identifying products which are running low

- Carry out a variety of auditing within halls, using hand held computer devices to monitor both the standards of cleaning and of any defects within the accommodation. This includes undertaking a large number of room audits when students depart campus each summer.

Customer Service

- Ensure that department posters displayed within the accommodation areas are both up to date and neatly presented
- Assist residents with any questions they may have regarding the services provided and pass information between hall management and residents where needed
- Assist with gathering customer feedback when required

Health, Safety, Hygiene, Environmental and Legal

- Understand and comply with basic Health & Safety legislation and to assist with ensuring that team members also understand and follow this
- Assist with routinely checking fire equipment and fire alarm equipment, working as part of a team to ensure this is done and correctly recorded
- Assist with encouraging student participation in new initiatives and environmental processes, such as recycling and food waste disposal

Other Responsibilities

- Be flexible in relation to location and hours and days of work, including some weekends
- Any other duties in line with level and scope of responsibility
- Carry out cleaning of accommodation areas during peak periods or during high levels of staff absence. This will include servicing bedroom, kitchen and bathroom areas, assisting Housekeepers to ensure that areas are cleaned as per advertised schedules

Points to Note

Employment is on a 5 over 7 basis and will therefore include working at weekends as and when required.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

Organisational Responsibility

Reports to the: Assistant Hall Manager / Hall Manager

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of commercial cleaning (e.g. hotels, offices or similar)	1,3
	Frontline customer service experience	1,3
Skills and Abilities	Ability to use basic IT equipment on a daily basis or willingness to undergo training in this area	1,3
	Ability to supervise a team of Housekeepers and work as part of a team to reach set goals	1,3
	Ability and confidence to train and encourage others to follow set instructions and working practices	1,3
	Ability to comply with Health & Safety legislation	1,3
	Acute attention to detail	1,3
	Ability to use own judgment and act accordingly	1,3
Training	A willingness to undertake further training if and when required	1,3
	A willingness to adopt new procedures as and when required	1,3
Qualifications	GCSE or equivalent in Maths and English	1,3
Other	Flexibility in working hours and location is required	3
	Required to work at weekends during conference times as and when required (5 over 7)	3
	Will be required to wear corporate wear supporting the professional image of the organisation	3
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3

Desirable Criteria: There are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of supervising the work of others	1,3
Qualifications	NVQ level 1 or 2 (or equivalent) in Hospitality, Customer Services or Cleaning	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every person's right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together,

university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.