Application Procedure – Housekeeping Supervisor

Thank you for your interest in working for Westminster College. We are enclosing a Job Description and Person Specification for the position you are interested in together with an Application Form and an Equal Opportunities Monitoring Form.

How to apply

Please read through all the information carefully before beginning your application.

Please complete the enclosed application form. You should fill in the form step by step, noting the following points:

- Make sure the information given is accurate by checking for errors after you have filled in the form.

- **The supporting statement is your opportunity to tell us about yourself.** In answering this section, it is important to provide evidence of your knowledge and skills as they relate to the post. Merely stating that you are good or competent at something is of less value than if you are able to support your statements with work based examples. Please do not assume that we have prior knowledge of your capabilities.

- If you need to use additional sheets for the supporting statement (and elsewhere on the application form) then please do so clearly stating which part of the application form the sheet relates to.

Please reply promptly. There is no closing date but we wish to fill the position as soon as possible and applications will be reviewed when received. We are happy to receive the application as a hard copy or by email. Applications by post should be marked ‘Confidential’ on the envelope.

Please reply to:

Mrs Hannah Anderson  
Domestic Manager  
Westminster College  
Madingley Road  
Cambridge CB3 0AA

Email for the attention of Hannah to hlp39@cam.ac.uk

We should be grateful if you would also complete and return the enclosed Equal Opportunities Monitoring form. Completion is entirely voluntary.
Westminster College, Cambridge: Job Description

Position: Housekeeping Supervisor
Permanent, Part-time, 16 hours per week, flexible hours of work – day time and week-ends
University grade 2 - £16,618 to £21,220 (pro rata)

Reporting to the Domestic Manager and supervised on a daily basis by the Assistant Domestic Manager; as part of the College’s Housekeeping team you will be responsible for cleaning and monitoring students and college guests’ bedrooms, communal areas, offices and conference rooms.

During the college vacations the college becomes a conference and events venue, service will be to guests of the college visiting for conferences, meetings, and special events, therefore the Housekeeping supervisor will need to be flexible in regard to shift times changing and increasing hours during that period.

The Housekeeping Supervisor will need to have good cleaning standard and a clear interest in hygiene. She or He will need to be willing to undertake COSHH and health and safety related training.

You will respect the particular sensitivities relative to the College’s role within the United Reformed Church. It is expected that you will have a flexible approach to working hours.

General responsibilities
You will
• Organise your time and work without continuous supervision.
• Have pride in your work, promote high standards, work to a high standard, provide a high level of service and show hands on leadership.
• Respect the privacy of residents and ensure confidentiality of sensitive matters.
• Work in a safe and conscientious manner, observing health and safety requirements, including those relating to COSHH, manual handling, working at height and fire regulations.
• Alert your Line Manager or DM to any concerns or opportunities

Particular responsibilities
You will
• Work in a pro-active manner to support the Domestic Manager and Assistant Domestic Manager to deliver Housekeeping Standard Operating Procedures
• Observe and follow all legislative health and hygiene practices and policy
• Familiarise yourself with the College systems and provide a friendly point of sale service to the college’s staff students and visitors
• Ensure cleaning schedules are completed appropriately within communal areas, conference rooms, bedrooms and offices
• Ensure the appropriate storage of stock items and maintain stock levels in the trolley and housekeeping cupboard.
• Assist and deliver in the development of housekeeping services – check all bedrooms, ensuring all arrivals are ready for 2pm and liaise with the estate team for any maintenance issues (including updating the maintenance log)
• Ensure the team follow procedures concerned with provision, exchange and laundering of bedding
• Ensure the laundry stock is always appropriate to the level of activity
• Carry out housekeeping services as reasonably necessary to cover staff absence and provide support at peak times and for events
• Seek to identify efficient ways of working and cost savings
• Organise and support housekeeping team on daily basis
• Support the Domestic Manager (ADM in her absence) with staff training and development
• Ensure correct level of staffing at all times and for the following day
• Support, where possible, housekeeping requirements outside normal working hours
• Meet, greet and assist our students, staff and visitors
• Maintain the cleanliness of the bedrooms, communal areas, offices, conference rooms and equipment
• Clean bedrooms, communal areas, offices and conference rooms within normal working hours in and around the college as required
• Any other task as directed by the Domestic Management, which are consistent with the aims of the post.
• It is important that in a small college like Westminster that we work in a supportive manner and therefore in times of emergency or low business you may be requested to help in another department.

Other Matters
• You will have a flexible approach to working hours and be prepared to offer reasonable out of hours support for the Colleges conferences and events.
• You will at all times comply with regulations, policies and procedures of the College or imposed by the Domestic Manager/Assistant Domestic Manager.
• You will at all times act in the best interests of the College.

Expected Standards
• Communication – Communicate effectively with colleagues and internal and external customers
• Equality and Diversity – Act in ways that support a culture which promotes equality and values diversity.
• Health, Safety and Security – Act in ways that protect own and others’ health, safety and security.
• Customer service – Deliver excellent customer service
• Personal and People Development – Take responsibility for own personal development and develop skills and knowledge to enable effective work performance.

Further details available in Expected standards document

July 2017
Westminster College, Cambridge: Job Application Form

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<thead>
<tr>
<th>Job Applied for: Housekeeping Supervisor</th>
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<th>Surname:</th>
<th>Contact Telephone Numbers:</th>
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<td>Please indicate convenient times for us to contact you. Discretion will be used when contacting you at work.</td>
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<td>Home:</td>
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<td>Work:</td>
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Do you need a work permit to take up employment in the UK?

Do you require any special arrangements for interview and/or to help you take up this role?

Rehabilitation of Offenders Act 1974
Do you have any convictions which are not ‘spent’ within the meaning of the Act?
If so please give full details.

**Education**
Please list all schools and colleges you have attended and qualifications achieved
*e.g. – GCSEs, A Levels, vocational qualifications, degrees etc. List the most recent first.*

<table>
<thead>
<tr>
<th>From - To</th>
<th>School/College</th>
<th>Examinations Taken</th>
<th>Results awarded</th>
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<tbody>
<tr>
<td>Month/Year</td>
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### Employment and Work Experience

Please describe briefly any work (whether paid or unpaid) which you have undertaken. List the most recent first. If you need to continue on a blank sheet, please do so.

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<tr>
<th>From – To</th>
<th>Employer</th>
<th>Job Title/Responsibilities</th>
<th>Achievements</th>
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### Professional Qualifications and Other Training

Please give details of any professional qualifications you may have achieved and courses you have undertaken which you feel are relevant to the advertised role.
### Specific Skills
Please give details of any specific skills, such as experience with computer packages and any other information not covered elsewhere, which is relevant to your application.

### Personal Interests
Please give details of any personal interests and activities.

### Supporting Statement
Explain why you have applied for this job, outlining relevant qualifications and experience as they related to the job description. Emphasise why you consider yourself to be a strong candidate and what you feel you can bring to the role. Please use a further sheet of paper if necessary.
<table>
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<th>References</th>
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<tbody>
<tr>
<td>Please give details of two individuals, not related to you, who will provide employment references. One of these must be your present or most recent employer. The other should be a person who is able to comment on your ability to perform the role for which you are applying.</td>
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Please note that references will not be approached prior to interview and your permission will be sought before any contact is made.

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<th>Name:</th>
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<td>How is the referee known to you?</td>
<td>How is the referee known to you?</td>
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<td>Position:</td>
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<th>Availability</th>
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<td>Please give the date from which you are available for employment.</td>
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<th>Declaration</th>
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<tr>
<td>1. I acknowledge that an appointment, if offered, will be subject to satisfactory references which are acceptable to Westminster College, Cambridge.</td>
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<tr>
<td>2. I declare that the information given on this form is correct and understand that on appointment any misleading statements or deliberate omissions will be regarded as grounds for disciplinary action.</td>
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<th>Date:</th>
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<td>Name (please print)</td>
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Please follow the accompanying instructions on where to return your completed form to.

Westminster College, Madingley Road, Cambridge CB3 0AA
Main Office: 01223 33 06 33
Email: admin@westminster.cam.ac.uk
www.westminster.cam.ac.uk
Westminster College, Cambridge: Equal Opportunities Monitoring Form

In the interests of monitoring our recruitment procedures we would be grateful if you could answer the questions below. We will separate this from your application and it will not take any part in the selection process. Please note that completion of this form is entirely voluntary.

Thank you for your help.

Please tick as appropriate:

☐ Male
☐ Female

What is your Nationality? .....................................................

How would you describe your ethnic origin?

☐ White ☐ Black-African ☐ Black - Caribbean
☐ Black – Other ☐ Indian ☐ Bangladeshi
☐ Pakistani ☐ Chinese
☐ Other (please specify): ........................................................

Do you consider yourself to be disabled?

☐ Yes ☐ No

If yes, what is the nature of your disability?

If selected for interview will you require any specific assistance or aids?