



**FURTHER PARTICULARS FOR THE ROLE**

**Post Title: Housekeeping Supervisor**

**Conference Aston**

**Reference Number: R120005**

**Closing date: Friday 27<sup>th</sup> January 2012**

**Interview date: Tuesday 28th February 2012**

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## **ROLE DESCRIPTION**

### **Post title: Housekeeping Supervisor**

#### **Job Purpose**

To assist the Head Housekeeper in the smooth operating of the Housekeeping Department. To manage the department on a day to day basis in the absence of the Head Housekeeper.

#### **Responsibilities**

- To be directly responsible for the cleaning team within Conference Aston, ensure that it operates efficiently, that the buildings are cleaned and maintained to the highest standards, guaranteeing quality service, best practice and continuous improvement at all times.
- To allocate work schedules in the absence of the Head Housekeeper. Whilst the 160 en-suite bedrooms takes a large proportion of the work involved, all other cleaning of public, staff and academic areas within Conference Aston are the responsibility of the housekeeping department.
- Routine inspection/checks of the building to ensure standards of cleaning, maintenance and safety are maintained to the highest levels. To uphold the security of Conference Aston and its customers personal possessions.
- To report and keep a check on all maintenance
- Training the housekeeping team as and when needed
- Recording lost property and dealing with guest enquiries
- Stock control of linen, toiletries, provisions, equipment and cleaning materials
- To ensure a high standard of personal appearance is adhered to at all times. Including the wearing of the correct protective clothing at all times
- To confirm to all health and safety code of practices and C.O.S.H.H. regulations, ensuring that they are adhered to at all times.
- Any other duties as requested by Head Housekeeper.

**PERSON SPECIFICATION**

**MOA = Method of assessment**

**Application Form (AF) Interview (I)**

	<b>ESSENTIAL</b>	<b>MOA</b>
<b>Education/Qualifications</b>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a similar position</li> </ul>	AF, I
	<ul style="list-style-type: none"> <li>• Experience in a similar hotel/conference centre</li> </ul>	AF, I
<b>Aptitudes and Skills</b>	<ul style="list-style-type: none"> <li>• Possess good standards and practical skills</li> </ul>	I
	<ul style="list-style-type: none"> <li>• Able to work on own initiative and meet dead lines</li> </ul>	AF, I
	<ul style="list-style-type: none"> <li>• Good organisation skills</li> </ul>	AF, I
	<ul style="list-style-type: none"> <li>• Good team building skills and team player</li> </ul>	AF, I
	<ul style="list-style-type: none"> <li>• Ability to motivate staff</li> </ul>	AF, I
	<ul style="list-style-type: none"> <li>• Customer care and quality</li> </ul>	I
	<ul style="list-style-type: none"> <li>• Leadership skills</li> </ul>	AF, I
	<ul style="list-style-type: none"> <li>• Good communication skills</li> </ul>	AF, I

	<b>DESIRABLE</b>	<b>MOA</b>
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Professional qualification BICS or equivalent</li> </ul>	AF, I
	<ul style="list-style-type: none"> <li>• GCSE in English and Maths or equivalent</li> </ul>	AF, I

## OUTLINE TERMS AND CONDITIONS OF THE APPOINTMENT

- Term of appointment:* This is a fixed term, maternity cover appointment until 31<sup>st</sup> July 2012 or until the post holder returns whichever is the sooner. The appointment is Grade 2 and the salary range for this grade is £13,702 - £14,061 per annum.
- Holiday entitlement:* Holiday entitlement is 25 days per annual leave year pro rata plus 13 days public holidays and University closure days pro rata.
- Pension:* Eligible staff are offered a defined benefit pension with the Aston University Pension Scheme.
- Performance related pay:* In addition to the basic salary, the University operates a PRP scheme. Awards are determined on an annual basis.
- Qualifications:* Successful candidates will be required to produce evidence of their qualifications upon joining the University.
- Relocation:* Newly-appointed staff are required to establish their homes within reasonable daily travelling distance to and from the University. The University operates a relocation scheme to assist newly-appointed staff in meeting this requirement. Full details of the relocation scheme are included with offers of appointment.
- Medical examination:* It is a condition of appointment that newly-appointed staff receive medical clearance from the University's Health Centre.
- Eligibility to work in the UK:* Candidates who are not citizens of the United Kingdom, or of another EEA member country, should ensure that they meet the requirements of one of the 5 tiers of the immigration points based system. Candidates should check their eligibility to enter or remain in the UK **in advance of making any job application** using the [points-based calculator](#) on the UK Border & Immigration Agency (UKBA) website. If you do not meet the minimum points requirement, you will not be able to work in the UK and any application for employment would be unsuccessful.
- Document checks:* As a result of the implementation of sections 15 to 26 of the Immigration, Asylum and Nationality 2006 Act on 29 February 2008, the University requires all prospective and, in some cases, current employees, to provide documentation to verify their eligibility to work in the UK. Further information about these requirements can be found on the UK Border Agency website.  
[www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk).

Full details of the salary scales, terms and conditions of service and associated policies and procedures are available on the recruitment website.

## FURTHER ADVICE

Please contact Marie Walton, Accommodation Operations Manager for an informal discussion about the post.

Tel: +44(0) 121 204 3274 Email: [m.walton1@aston.ac.uk](mailto:m.walton1@aston.ac.uk)

If you would like information on the progress of your application, or advice on any aspect of the appointment process generally, or the terms and conditions of service, please do not hesitate to contact:

Heather Barton	HR Advisor	+44 (0) 121 204 4596	<a href="mailto:h.barton@aston.ac.uk">h.barton@aston.ac.uk</a>
Nadine Ataya	HR Administrator	+44 (0) 121 204 4570	<a href="mailto:atayanf1@aston.ac.uk">atayanf1@aston.ac.uk</a>

## EQUAL OPPORTUNITIES STATEMENT

Aston University undertakes to promote equality and diversity within the University Community in all aspects of its work. Further, it aims to ensure through its admissions policies for students and its recruitment and selection processes for staff that it encourages applications from all groups represented in the wider community at a local, national and international level. The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against students or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career at Aston. For further details of policies and codes of practice on race, gender, disability, religion and belief, sexual orientation and age see: <http://www.aston.ac.uk/staff/equalops/>

An Equal Opportunities Monitoring Form is included with the application form.

## DATA PROTECTION ACT 1998

Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which may be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes enabling the University to monitor the effectiveness of its Policy, Code of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.