



Chetham's

Job Description

Job Title: Housekeeping Manager

Responsible to: Facilities and Site Manager

Location: Chetham's School of Music

Information about Chetham's

Founded in 1653, Chetham's Foundation is a unique cultural institution and charity in the heart of Manchester combining music, education, and heritage. We are home to three extraordinary places – Chetham's School of Music, Chetham's Library, and The Stoller Hall. We believe in the power of music and creativity to unite people, and we are committed to educating and inspiring new generations of musicians and thinkers.

The School is an independent boarding school for over 300 children aged between 8 and 18, all of whom excel in music. The Library is the oldest public library in the English-speaking world. The Hospital charity owns the buildings in which the School and Library operate. The School also incorporates a world-class concert hall, The Stoller Hall, opened in 2017. Supporting Chetham's in achieving its excellent outcomes are around 350 employees, with a wide variety of roles including academic staff, music tutors, support staff, concert hall staff, boarding staff with an equally wide variety of types of contract including term time, fixed term, permanent, ad hoc. The School and Library also have a number of volunteers and others who have clearance to work on site.

Purpose

To provide an efficient, pro-active and organised domestic and cleaning service to Chetham's School of Music boarding, operational support to event set-up and hospitality support to Chetham's whole organisation.

To liaise with all stakeholders to be able to strategise the delivery of, lead and manage the housekeeping team in the day-to-day set ups, cleanliness and hygiene across the site. The Housekeeping team includes the Deputy Housekeeping Manager, Housekeeping Supervisors and Team Leaders, Porters, Laundry staff and Housekeeping Assistants.

The Housekeeping Department works all year round, Mondays to Sundays.

Key Responsibilities

The Housekeeping Manager will be responsible for the following:

Staffing

- Lead, manage and develop our team of Housekeeping staff and external service providers to provide an excellent delivery of all Housekeeping.
- Manage the staffing levels of the Housekeeping Team to ensure a high standard of excellence is maintained at all times, to include recruiting new team members as required.
- Manage absences, with advice/support from the HR Manager.

- Manage annual leave and TOIL requests.
- Work closely with the HR Manager to promptly and effectively deal with all disciplinaries, capability and grievance related issues.
- Monitor training needs to ensure all Housekeeping staff (including this role) have a high standard of induction and refresher training in respect of Health and Safety, Fire Safety, COSHH, manual handling and safe use of equipment and other training as appropriate.
- Implement and review safe working practices on an on-going basis.
- Undertake regular staff appraisals for the Housekeeping team.

Health and safety

- Prepare and review all Housekeeping risk assessments on an annual basis and more frequently if necessary.
- Ensure safe storage and use of all equipment, materials, furniture, fittings and linen to deliver the required service to departments within Chetham's and ensure all equipment is safely maintained on a regular basis.
- Monitor and report defects, hazards and potential hazards around the site to the Facilities and Site Manager.
- Implement and maintain safety checks and Logs
- Be a member of the Health and Safety Committee.

Housekeeping and laundry

- Manage and supervise all internal cleaning activities on site, to ensure the buildings are kept clean and presentable at all times, with efficient use of resources.
- Maintain inventories of furniture and household equipment.
- Manage the laundry operation including equipment maintenance, checks and logs.
- Manage the New School Building cleaning, window cleaning, waste disposal, sanitary waste and pest control contracts, monitoring quality and value for money of the services.
- Manage lost property.

External lettings and residential lettings

- Ensure that adequate staffing is available during holiday periods to maintain the quality of the Housekeeping provision for lettings and the Summer School(s).
- Liaise with the Hirers, Facilities, and Site Manager to ensure that all room requirements for outside lettings are booked, prepared, and cleaned.

Budgetary

- Prepare and monitor budgets for equipment and consumables, negotiate contracts to obtain best value and place orders as necessary.
- Review service contracts regularly to ensure equipment and arrangements meet Chetham's needs.
- Constantly review systems of working and equipment usage to ensure value for money.
- Raise relevant Purchase orders.

Other

- Attend regular meetings including the Facilities and Site Manager, Health and Safety meetings, Chetham's operational meetings and others as directed by the Facilities and Site Manager or Joint Principals.
- Manage the landlord inspections at the beginning and end of staff occupancy.
- Work closely with the House Parents to ensure the needs of the students are being met.
- Attend training courses that are pertinent to the role.
- Other duties as may be reasonably requested.

CHILD PROTECTION AND SAFEGUARDING CHILDREN

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with *Chetham's Child Protection and Safeguarding Policy*, the *Staff Code of Conduct* and related documents (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Joint Principal (NS).

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date

Person Specification – Housekeeping Manager

Qualifications

Desirable but not essential as appropriate training will be offered to the successful candidate.

- Level 3 NVQ Diploma in Hospitality Supervision and Leadership, Hospitality Management or similar.
- Appropriate Health and Safety qualification

Skills and experience

Management of cleaning and domestic service operation with 20+ staff.

Previous experience of working in a residential setting, hotel or school boarding would be an advantage.

Good understanding of Health and Safety at Work regulations and Coshh requirements.

Sound working knowledge of materials and equipment used in specialist cleaning as well as day-to-day and knowledge of new technology and techniques.

Excellent organisational, leadership and management skills.

Understanding and commitment to high quality customer service.

Budgetary management i.e. experience of achieving value for money within budgetary constraints.

Able to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.

IT literate – able to work at a user level on excel, word and online platforms.

Personal attributes

Strong communication and interpersonal skills and the capability to work well with all types of stakeholders.

Practical, resourceful and flexible with initiative.

Flexible in working arrangements to meet the needs of the Department.

Ability to lead by example and demonstrate authority, respect and trustworthiness.

High standards of discipline and integrity.

Ability to enthuse and motivate a team.

Capable of working without supervision with energy and enthusiasm.

A reasonable level of fitness due to the requirements of the role.