

SIDNEY SUSSEX COLLEGE

JOB DESCRIPTION



Job title:	Head of Accommodation
Grade and salary:	Points 39-45 on the University's single salary spine, currently £30,942 - £36,914 per annum. Salary progression within this range is discretionary.
Reporting to:	Domestic Bursar
Hours:	Full Time, 37.5 hours per week but it is expected that the post holder will work the hours that are required for the successful running of the department. Normal working hours are 8.00 – 4.30 with a half hour for lunch. Occasional weekend working may be required and the working pattern may vary in and out of term time.
Holiday entitlement:	33 days (inclusive of Public Holidays)
Location:	Sidney Sussex College and its properties in Cambridge
Pension scheme:	The College offers membership of a contributory pension scheme provided by the Universities Superannuation Scheme (USS). Subject to age and earnings level, you will be auto enrolled into this scheme and you retain the right to opt out.

Sidney Sussex College

Founded in 1596 and the youngest of Cambridge's "old colleges", Sidney Sussex College is located in the heart of the historic city of Cambridge and is steeped in history. The College is a centre of academic excellence and actively fosters research across the entire academic community. Over the years, Sidney's members have achieved innumerable academic successes, including four Nobel Prizes.

Sidney is well-known for harbouring a relaxed environment and friendly community who work together to provide a great living and learning experience. The College is ambitious for its people to perform at their best and to be happy while doing so, and it strives to be as open, vibrant, and inclusive as possible.

Sidney Sussex is led by the Master, Professor Richard Penty, and has some 80 Fellows, over 100 assistant staff, and around 630 undergraduate and postgraduate students.

The Accommodation Team

The newly restructured Accommodation Department is a key function and revenue generator for the College's core purposes and the contribution of housekeeping is critical to the provision of effective accommodation. This busy team is responsible for delivering a high standard of cleaning throughout the College and the planning and implementation of optimum room occupancy. The Head of Accommodation reports directly to the Domestic Bursar and will head up a team of 29 comprising of the Accommodation

and Planning Officer, 3 Housekeeping Supervisors, 3 House Porters, Master's Housekeeper and a team of Housekeeping Assistants.

Purpose of job:

The purpose of this job is to deliver the efficient management of the College's accommodation. Key focus areas are managing the delivery of a high standard of cleaning throughout College and overseeing the financial performance of the department.

Job Context

- This new role combines the delivery of the housekeeping functions and the commercial profitability of the College's stock of accommodation. The aim is to optimise occupancy and deliver the highest standards of cleaning, whilst increasing turnover and managing key costs such as wages.
- The Head of Accommodation (HoA) will lead a team of about 35, within a College setting with around 500 bedrooms and be responsible for a budget of £1.2 million (2019-20).
- The HoA will be expected to develop and implement enhanced cleaning practices and workplace protocols for the department in order to meet the new health and safety challenges and expectations presented by COVID-19.
- The HoA will lead their team to provide the College with an exceptional accommodation and housekeeping department which is able to deliver an excellent service each day of the week both in and out of term.
- The HoA will be proactive and anticipate the needs of students, Fellows and staff within College, but be flexible enough to tailor the service standards for commercial guests.
- The HoA leads the housekeeping team and also collaborates effectively with Conferencing, Development, Maintenance and Tutorial staff.
- The HoA will be part of the Heads of Department team who manage the operational departments within College.
- The HoA will lead the department with the aid of housekeeping supervisors and a departmental administrator for managing the accommodation all year round. This is a very much a "hands on role" and the post holder is expected to be a visible presence in College and the outside hostels.

Key Accountabilities

- Ensure the delivery of the highest standards of cleaning consistently and efficiently throughout the College Estate.
- Proactively develop and implement standards, policies and procedures for the department to run efficiently and effectively, ensuring the necessary approvals are obtained in accordance with agreed protocols.
- Promote a culture of excellence and flexibility in the department so that both College members and commercial guests have their housekeeping expectations exceeded.
- Ensure that a departmental budget is agreed with the Domestic Bursar and the Head of Finance in accordance with the College timelines.
- Manage the department so that it achieves cost efficiencies and runs to deliver or exceed the agreed budget.

- In conjunction with the Conference Manager, ensure that the College's accommodation business is accurately forecasted and reported to the Finance Department.
- Plan and resource the delivery of the department, ensuring that the housekeeping team is sufficiently flexed to provide the correct levels of service throughout the year, with a particular focus on the different requirements in and out of term.
- Lead in establishing tailored responses to the varying business requirements throughout the year.
- Liaise with the Conference Manager to ensure that College obtains maximum conference room bookings during the vacation periods and ensure that room bookings are managed smoothly.
- Champion the use of the software packages in operation within the department and along with IT ensure that they are being used to their optimum.
- Work in collaboration with all College departments but with a particular emphasis on Conferencing, Maintenance and Tutorial, through the development and maintenance of strong working relationships.
- Keep abreast of changing health and safety requirements in the COVID-19 and related landscape and manage changes to policies and practices accordingly.
- Ensure that all HR processes and procedures are adhered to throughout the department
- Lead on the staff review process and the personal development of the housekeeping team
- Be the first point of contact for users of the service in relation to any issues or concerns about the delivery of service.
- Ensure that the housekeeping team is provided with and regularly updated on the necessary information about standards, policies and procedures.
- Together with the Domestic Bursar and the College Office, ensure that a robust and commercially astute procurement process is in place.

PERSON SPECIFICATION:

	<i>Likely to include:</i>	<i>Desirable:</i>
Qualifications, experience and background	<ul style="list-style-type: none"> • Extensive experience of leading and motivating a team to deliver high standards. • Experience of providing high quality housekeeping services to an organisation with around 500 rooms and associated Conference facilities. • Up to date knowledge of health and safety and hygiene requirements in the provision of accommodation and housekeeping. • Experience of budgeting, forecasting and budget management is essential. 	<ul style="list-style-type: none"> • Managerial experience in a quality focused hospitality environment would be desirable • Qualification in Hospitality Management • Experience of working a higher education establishment
Specific knowledge/skills	<ul style="list-style-type: none"> • Effective communications skills, to engage through a variety of means with a wide range of people, including staff/team, students, Fellows and external parties where necessary • Commercial and financial management skills, with a view to increase revenue and manage costs • Strong organisational and planning skills, to prioritise own and others' time, activities and resources effectively • Effective managerial skills to support and develop the team • IT literacy in Microsoft Word and Excel, as well as in hospitality software packages 	

<p>Personal attributes</p>	<ul style="list-style-type: none"> • Quality focus <ul style="list-style-type: none"> ○ promotes high standards and professionalism across the department ○ influences others to have high regard for quality ○ allocates resources to meet priority demands • People focus <ul style="list-style-type: none"> ○ builds and maintains effective working relationships across the College ○ actively seeks to understand and respond to needs of others, including users, staff and College leadership ○ follows through on agreements and commitments • Leadership <ul style="list-style-type: none"> ○ assumes accountability for all aspects of the department ○ clearly defines priorities for the department ○ displays authority and uses appropriate interpersonal styles to lead, motivate and get the best from their team ○ manages underperformance • Collaboration <ul style="list-style-type: none"> ○ motivates others to work together to achieve desired outcomes for the Department, College and users ○ engenders a positive team spirit throughout the department ○ handles conflict effectively • Resilience <ul style="list-style-type: none"> ○ maintains excellent composure even in tense and challenging situations ○ willing to take ownership of difficult matters before involving others • Adaptability <ul style="list-style-type: none"> ○ promotes continuous improvement ○ identifies and implements the right level of change • Problem solving and decision making <ul style="list-style-type: none"> ○ reviews relevant information and resolves problems for benefit all round ○ anticipates problems and possible solutions ○ develops alternatives and considers wider impact before making a decision ○ takes accountability and can justify decisions
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Sidney Sussex College is an equal opportunities employer.