



WYCLIFFE HALL

DOMESTIC MANAGER VACANCY

Wycliffe Hall, Oxford, is seeking to appoint a Domestic Manager, to join our busy Operations Team. The successful candidate will manage a small team of domestic staff and work closely with the Operations Manager and Accommodation and Conferences Manager.

Wycliffe Hall is an Evangelical College in the heart of Oxford and is a Permanent Private Hall of the University of Oxford, committed to excellence in teaching and research. Our vision is to see the nations transformed by the gospel, for which we are renewing Christian leaders in prayer, character, preaching and thinking. We have around 120 students, of whom about 60 are Church of England ordinands. Students study for undergraduate and postgraduate qualifications from the certificate level to the doctorate and come from a wide variety of backgrounds.

Job title: Domestic Manager

Responsible to: Operations Manager

Responsible for: Housekeeper, Domestic Assistants

To apply for this post, please send the following:

- 1) A full CV;
- 2) A covering letter;
- 3) The names and contact details of two referees

Applications are to arrive by **12 noon, Thursday 6 May 2021**. Interviews are expected to take place on Thursday 13 or Friday 14 May 2021.

Please send applications to vacancies@wycliffe.ox.ac.uk.



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JOB DESCRIPTION: DOMESTIC MANAGER

Responsibilities include:

Management of Domestic Department:

- Line management of the Housekeeper & Domestic Assistants, including organising their workloads and ensuring that they have what they need to carry out their work. Prioritise and distribute work accordingly, including arranging weekend working when required.
- Provide supervision, monitoring and initial training for the domestic department, including daily inspection of work and investigation of any issues. Ensure the Hall is cleaned to the highest standard and that the team have a customer focused attitude.
- Ensure that all staff in the domestic department understand and operate within the Halls policies and procedures, with special regard to COSHH and Health & Safety (H&S) legislation.
- Monitor and order all materials and processes used by the domestic department. This will involve completing online order forms and making phone calls to suppliers
- Monitor the Domestic Department email address and phone, and respond to messages in a timely manner.
- Organise all linen requirements, both internal and external.
- Organise any cleaning required in the Halls privately rented external properties when they are vacated.
- Arrange any extra cleaning and temporary staff required over the vacation periods.
- Attend regular meetings with the Operations Manager and report any issues. This will include queries, compliments, complaints etc.

Conferences and Events:

- Use the Turbo booking system to monitor and manage cleaning requirements for conferences, B&B bookings and internal functions.
- Attend weekly meetings with the Accommodation & Conference Manager (ACM) to go through bookings, changes and any requirements etc.
- Assist the Accommodation & Conference Manager & Operations Manager in the planning of rooms changes in between term & conference seasons.
- Work with the Hall's Accommodation Manager in organising B&B and conferencing needs.
- Organise room set-ups for functions as required by the Hall. This will include Hall events and external bookings.

Cleaning:

- Clean and vacuum bedrooms, offices, bathrooms, WC's and kitchens in accordance with the work schedule.
- Arrange the locations, replacements and monitoring of the sanitary bins.
- Report any damage to property/furniture to the Maintenance Department. This will include all areas of Wycliffe Hall's property and grounds.



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ESSENTIAL SKILLS: DOMESTIC MANAGER

Excellent communication skills; the ability to communicate via email, phone or verbally with the Operations Manager, other departments, students, B&B guests etc.

Good IT skills; be able to show that you have a good understanding of Microsoft Outlook, Excel and Word. Knowledge of the Turbo Property Management System would be desirable, but full training will be provided.

Experience of supervising or managing a domestic department.

Remuneration and working hours

Salary: £15,000 per annum for 25 hours per week. Hours are likely to be 7:30am – 12:30pm Monday to Friday, but afternoon working may be required occasionally. Some weekend working will be necessary in vacations.

This post is offered subject to the satisfactory completion of a 6-month probationary period.

Pension

Wycliffe Hall will contribute an amount equal to 10% of salary to a Group Personal Pension Scheme.

Holidays

Initially 25 days per year FTE, in accordance with the College Holiday Policy, in addition to public holidays, which if these fall during college term, shall be taken at an agreed time.

Meals in college

The appointee will be entitled to free college meals during working hours except when the kitchen is closed.

General

The job description is correct as at 15 April 2021. It will, however, be discussed between the appointee and the Operations Manager, and may be amended from time-to-time, following such consultation, to reflect developments in or changes to the job.

Enhanced DBS disclosure is required.