

Job Description

Job Title:	Domestic Team Supervisor (Morning or Evening)
Hours of Work:	Full-time Monday to Friday (Occasional weekends may be required) Morning Shift 06:00 – 14:00 or Evening Shift 14:00 – 22:00
Department:	Operations
Accountable to:	Director of Operations
Number of direct reports:	8/10 Day-to-day supervision and management of the Housekeeping Team
Budgetary responsibility:	Housekeeping budget
Location:	Swanbourne House School
Purpose of the role:	<p>Working as either the morning shift leader or evening shift leader, you will ensure that the business is cleaned and maintained in line with school and guest expectations; ensure that team members are trained and developed, and relevant legislation and guidelines are followed.</p> <p>The Housekeeping manager position sits within the overall operations team and a willingness to, at times, share the work that needs to be completed across the team is essential. The post-holder is expected to always act professionally and follow the standards of behaviour and code of conduct outlined in the staff handbook.</p>

The Stowe Group

The Stowe Group of schools (Stowe, Swanbourne House and Winchester House) was created in January 2021 and offers education for boys and girls from 3-18 years. Within The Stowe Group there are more than 1,400 pupils and 600 members of staff. The Schools occupy sites of historical significance in Swanbourne (Buckinghamshire), the market town of Brackley (Northamptonshire) and the world-famous landscaped gardens at Stowe (Buckinghamshire), where we work with The National Trust to manage 880 acres and open the grounds to over 200,000 visitors a year. Stowe House is open to the public during the School holidays and for guided tours during term time.

In 2021, The Stowe Group launched its transformational and substantive Change Makers vision and Change 100 programme.

The Stowe Group is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.

Vision & Ethos

We are Change Makers

Our goal is to inspire pupils and staff to be Change Makers who will shape positive futures for themselves, their families, and the global community. Our World-class facilities support our educational aims and are shared with the wider community. We strive for excellence and celebrate achievement, valuing education as a journey and not a destination in the belief that all pupils can exceed their potential. Learning is learnable and everyone can improve. Our aim is to encourage personal development by creating a flourishing, vibrant, cohesive, caring and socially inclusive community which embraces pluralism, diversity, and intercultural understanding. We celebrate differences by giving everyone a voice and then listening to multiple viewpoints. It is our

collective responsibility to develop the cognitive, physical, emotional, and spiritual well-being of everyone in our community. We are committed to the development of character with particular emphasis on tolerance, resilience, honesty, humility, courage, compassion, gratitude, and service. We strive to attract and retain employees of the highest calibre.

The Group's talented and committed workforce is one of our greatest strengths. We are committed to fostering team engagement, attracting, mentoring, developing, and retaining our best teachers and support staff. We focus on employee well-being, provide opportunities for professional growth, and create a culture of community and partnership. Environmental stewardship and sustainability are cornerstones of The Stowe Group.

Pupils and staff have a heightened awareness of their social and environmental responsibility in preserving our unique eco-system. We have developed and implemented a comprehensive Environmental Stewardship Programme which confronts a variety of challenges, including climate change and environmental sustainability.

Key Tasks:

- Induct all new members of the cleaning team and provide in-house training.
- Notify management of occurring deficiencies or needs for repairs.
- The supervision of all Team members focussing on their performance in terms of standards and performance
- Review work of work schedules, ensuring that the operation is efficient and effective.
- Carry out cleaning audits and monitoring all cleaning activities.
- Follow all Health & Safety Regulations
- Manage Team by coaching, planning, monitoring, and training, following the performance management policy.
- Conduct performance reviews/job chats.
- Assist with the preparation of all commercial lets.
- Assist with the turnaround of residential properties where applicable.
- Ensure the environment is cleaned and maintained to the highest possible standards.
- Allocation of precise and clear instructions to be performed daily to direct reports.
- Perform return-to-work interviews.
- Provide Training in COSHH regulations.
- Perform probationary reviews.
- Responsible for answering routine enquiries relating to the work of the department.
- Personal interaction to ensure harmonious relationships between the cleaning team, pupils, matrons, and houseparent staff.
- Leading by example.

- Hold Team Leader meetings.
- To ensure that the department completes all mandatory and annual training.
- Perform room checks to ensure rooms are kept to a good standard.
- Ensure stock levels are properly maintained, order and manage stock levels.
- Adhere to health and safety guidelines ensuring all staff follow company policies and legal regulations.

General:

- The post holder may be required to perform duties other than those given in the job description for the post. The duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. Such variations are a common occurrence and would not themselves justify the re-evaluation of the post. In cases, however, where a permanent and substantial change in duties and responsibilities of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.
- To take responsibility for upholding and complying with the School's Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.
- The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact will be to adhere to and always ensure compliance with the school's Child Protection Policy Statement. If while carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, he/she must report any concerns to the designated safeguarding lead or member of the safeguarding team.

Person Specification: The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • NVQ • BICs • IOSH
Specialist Skills & Experience	<ul style="list-style-type: none"> • To work in compliance with Health& Safety to ensure hazards are identified. • Ensure hygiene standards, cleaning procedures, practises and equipment are in line with best practise and legislation. • Ability to lead a team by influencing and persuading. • Excellent planning and organising 	<ul style="list-style-type: none"> • Previous cleaning experience • COSHH • Multitask • Experience of managing a team • Time management • Able to prioritise. • Be fully aware of workplace diversity.
Personal Skills	<ul style="list-style-type: none"> • Strong focus on Team, staff, and pupils • Committed to developing self and others. • Flexible in approach to work to meet demands. • Good Team worker • Ability to solve problems/offer solutions. • Good interpersonal skills • Ability to communicate at all levels. • Confidence in addressing conflicts and offering resolutions 	<ul style="list-style-type: none"> • Supervisory skills • Customer service experience • Good knowledge of Health & Safety/fire awareness • Ability to liaise professionally and effectively between school staff, cleaning team, Matrons, Houseparent's, and Managers as and when necessary. • To assist the Housekeeping Manager to manage staffing within budgeted and forecasted targets.

This job description and Person Specification reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder

Date Agreed: March 2024



Change Maker Values

This value is the least important to the role	This value has some significance to the role	This value is desirable to the role but not essential	This value is important to the role	This value is essential to the role
1	2	3	4	5

Job role: Domestic Team Supervisor

Professional:	1	2	3	4	5
Creative Problem Solvers:	1	2	3	4	5
Kind:	1	2	3	4	5
Flexible:	1	2	3	4	5
Collaborative:	1	2	3	4	5
Communicator:	1	2	3	4	5