

JOB DESCRIPTION
For TRENT COLLEGE LIMITED

Date Produced/Reviewed: 25/10/2021

Interview Dates:

- **First Round - Friday 19th November 2021**
- **Second Round - Tuesday 23rd November 2021**

Start Date: 17th January 2022

1. Position Title: Head of Cleaning & Laundry

2. Overall scope of the post:

Founded in 1866 Trent College is a leading co-educational school and occupies a prominent site of approximately 42 acres on the edge of Nottingham. As well as a senior school on site there is a junior school, the Elms, which shares the schools' facilities and operational services. At present there are approximately 1200 pupils on the campus from the age of 6 weeks to 18 years.

Working as a senior member of the Operations team, the Head of Cleaning & Laundry is responsible for the presentation and cleanliness across a wide range of buildings and facilities. The Head of Cleaning & Laundry will ensure that all cleaning and laundry services are provided to the highest specification and meet the requirements of the school, its pupils, and staff, considering health & safety standards and all associated regulations. The Head of Cleaning & Laundry will be the Director of Operation's deputy with regards to matters of hygiene, cleanliness, building and facility presentation and selected areas of facilities compliance. It is expected that around half of the Head of Cleaning & Laundry's time will be office based and for the rest of the time, they will work as a 'hands on' manager of the Cleaning & Laundry team. The Head of Cleaning & Laundry will also be responsible for a number of administrative tasks within the Operations Department.

The Head of Cleaning & Laundry will be a member of the Operations Management team and attend weekly operations management meetings.

3. Responsibilities, tasks, and duties:

Hygiene and Cleanliness Facilities Compliance

The Head of Cleaning & Laundry will be responsible for the planning, review and successful delivery of all cleaning and laundry services throughout all areas of the School. Quality results will be achieved by strong line management of the cleaning and laundry team and effective use of equipment, resources, and domestic products. At times, specialist contractors will be used to undertake selected tasks. It is essential that the Head of Cleaning & Laundry recognises the importance of both deep cleaning and daily cleaning. The Head of Cleaning & Laundry will constantly challenge the cleaning and laundry team to drive performance and deliver excellence. The Director of Operations views quality cleaning as a critical part of the school's estates and facilities management plan. It is essential that the Head of Cleaning & Laundry recognises the importance of a carefully planned, structured cleaning plan alongside its successful delivery.

Laundry

The Head of Cleaning & Laundry will be responsible for the management of a successful laundry service. Laundry is undertaken for a wide range of garments and functions, including boarding pupil's clothing, bedding, soft furnishing covers, sports kits, catering items and curtains. At times, the Head of Cleaning & Laundry will be required to arrange for selected items it undergo dry or specialist cleaning. A successful, reliable laundry service is essential within an independent school.

Cleaning & Laundry Supplies

The Head of Cleaning & Laundry will be responsible for, within the allocated budget, the cost-effective purchasing of all cleaning and laundry supplies, soft furnishings and a range of consumable items and equipment. Contract negotiation with suppliers and contractors will be necessary, as will the need to hold supply stakeholders to account.

Operations Department Administration

Based in the school gatehouse, the Head of Cleaning & Laundry will be required to assist with a range of operational administration tasks. Such tasks will include but will not be limited to; production of pupil and staff security passes, maintaining whole school accident / incident records, management of keys, filing and assistance with deliveries and collections. The Head of Cleaning & Laundry will be trained in the operation of the whole school CCTV system and at time will be required to operate this in line with GDPR regulations.

Project Management

The Director of Operations directly oversees all capital projects of a value over £100k. The Head of Building Services will undertake project management duties of all revenue maintenance, refurbishment, and repair projects alongside all capital projects of a value under £100k. The Head of Cleaning & Laundry will be responsible for the oversight of a range of minor soft refurbishment upgrade projects and general domestic works. It is likely that the post holder will also be heavily involved in the selection and delivery of furnishing, fittings and finishing's for both refurbishment and new build projects. At times, the Director of Operations will delegate special projects to the Head of Cleaning & Laundry.

Contract & Contractor Management

The Head of Cleaning & Laundry will be responsible for the appointment, review, monitoring and management of a wide range of regular, occasional, and emergency contractors. All contractors must be appointed, managed, and reviewed in line with the school's contractor management policies and procedures including arrangement for safeguarding and Health & Safety.

Facilities Health & Safety

The Head of Cleaning & Laundry will play a key part in the implementation of the school's health and safety policy and arrangements and will be a key member of the school's Health, Safety & Security Management Group, of which the Director of Operations is the Chairman. The Head of Cleaning & Laundry will be responsible for the undertaking of weekly health & safety inspections of all internal areas of the school via the school's health & safety checklist process. Any items of concern must be immediately reported to the Head of Building Services or Director of Operations. The Head of Cleaning & Laundry will act as a school Fire Warden. The Director of Operations is the Fire Officer. The Head of Cleaning & Laundry will be directly responsible for the safety, training, and welfare of the Cleaning & Laundry team.

Lost Property

The Head of Cleaning & Laundry will be responsible for the direct management of all the lost property arrangements including Trent, The Elms, Commercial Operations and Visitors. Detailed records must be kept of all lost property and all items must be stored in a tidy, organised, and secure manner.

Facilities Compliance

The Head of Cleaning & Laundry will be responsible for a range of facilities compliance matters. Such matters will include but will not be limited to; the upkeep and updating of regulatory notices in all areas, regular recorded inspections for all areas, inspection of some emergency equipment and acting as a qualified First Aider.

4. Budget Responsibilities

The Head of Cleaning & Laundry will be required to prepare and submit annual budget requests for all cleaning and laundry lines and associated soft service upgrade projects to the Director of Operations. Once approved, the Head of Cleaning & Laundry will be responsible for the management of annual cleaning and laundry and associated soft service upgrade projects budgets. The post holder must have experience of both cost / budget management, negotiation, and cost-effective competitive purchasing. Regular communication and liaison with the school's finance and accounts team will be essential.

5. General Health and Safety:

As required by the Health and Safety at Work Act 1974, Trent College is committed to ensuring the Health and Safety of all who learn, work, live and visit the school. All safety instruction must be obeyed and required training undertaken. All accidents and near misses must be reported and recorded. Should medical assistance be required on site the Medical Centre must be contacted by phoning 6999 or by finding your nearest first aider. If deemed necessary, please do not hesitate to dial (9) 999. The Head of Cleaning & Laundry will be directly responsible for the safety, training, and welfare of the Cleaning & Laundry team.

6. Professional Development:

The post holder is required to maintain and develop their professional knowledge to the highest of standards, keeping abreast of technical developments and best working practise. Such knowledge will be gained by reading trade journals and attendance at a wide range of regulatory training and courses. It is essential that the post holder keeps their building service and facilities compliance knowledge up to date.

7. Line Management:

The Operations Department which includes Building Services, Gardens & Grounds, Catering & Hospitality, Cleaning & Laundry, Security, Safety, Transport Commercial Activities / Lettings & Reception is under the overall leadership, management, and control of the Director of Operations.

The Head of Cleaning & Laundry reports directly to the Director of Operations.

The Head of Cleaning & Laundry is directly responsible for the schools Cleaning & Laundry team currently made up of thirty staff. The Head of Cleaning & Laundry will allocate team duties and be responsible for their supervision, quality of work, safety, motivation, discipline, and training.

It is essential that the Head of Cleaning & Laundry can both praise and challenge performance. Team timekeeping must be monitored at all times as must output and general performance.

8. Working Hours / Shift Pattern:

The **core term time** hours for the role will be as follows, however, it is stressed that this is a **flexible** role. An open-minded approach to working hours is essential. Working at weekends and evenings will be common. Time in lieu will be given for additional hours worked. All work patterns will be agreed with the Director of Operations.

- 0600 - 1500 Monday
- 0600 - 1500 Tuesday
- 0600 - 1100 Wednesday
- 0600 - 1500 Thursday
- 0600 - 1500 Friday
- 0600 - 1000 Saturday

The **core out of term time** hours for the role will be as outlined below, however, it is stressed that this is a **flexible** role. An open-minded approach to working hours is essential. Working at weekends and evenings will be common. Throughout the school holidays, the school hosts a range of residential commercial lettings and events. The Head of Cleaning & Laundry will be required to work the hours required to support all residential and non-residential commercial lettings, this will include weekend work throughout the school holiday periods. Time in lieu will be given for additional hours worked. All work patterns will be agreed with the Director of Operations.

- 0600 - 1500 Monday
- 0600 - 1500 Tuesday
- 0600 - 1100 Wednesday
- 0600 - 1500 Thursday
- 0600 - 1500 Friday
- 4 floating hours to be worked either at the weekend or a weekday afternoon as required.

On most days, the Head of Cleaning & Laundry will act as the onsite Duty Manager and emergency contact between the hours of 0600 - 0800 weekdays. Trent College Security and the Director for Operations will be one call for assistance throughout this period. The meeting and greeting of contractors at this time of day will not be uncommon.

Throughout the school holidays, the school hosts a number of commercial lettings. Requirements for commercial lettings are parallel to those of the school. The Head of Cleaning & Laundry will be required to ensure quality provision for all commercial lettings including residential use throughout school holiday periods.

It is stressed that this is a demanding role that will require the post holder to work the hours required to undertake the management of the Cleaning & Laundry Department. Evening and weekend work will be

necessary, and the post holder will be required to be contactable / respond to emergency callouts out of hours. Hours of work / duty will be agreed with the Director of Operations.
The Head of Cleaning & Laundry will be required to work each year on the school's annual Speech Day weekend.

Holiday Entitlement: 5 weeks per calendar year, to be agreed with the Director of Operations, plus statutory Bank Holidays.

9. Job Specific Requirements:

This is a domestic services / housekeeping focused role which would suit a well-qualified individual who has a wide experience of cleaning and laundry, or general soft facilities management. Only applicants with a solid experience of soft services will be considered. The ability to manage a cleaning and laundry team of around 30 people with an emphasis on quality of work, detail, compliance, and customer service is essential as is the confidence to always challenge and demand the highest standards. The post holder will be expected to take a keen interest in all aspects of life at both Trent College and The Elms and to possess a 'can do' attitude.