



Head Scout Job Description

Role Overview

The Head Scout is based at the Geoffery Arthur Site (GAB) and will oversee and supervise the work of the GAB Scouts. This includes managing the work roster of the GAB scouts and monitoring cleaning of all rooms and communal areas in the GAB to ensure they meet recognised industry cleaning standards. The role also includes supporting the Housekeeping Manager to adhere to COSHH Regulations to ensure a safe working environment.

The Head Scout will serve as an excellent Scout, a role model to others, cleaning rooms and communal areas to the highest standards and be expected to deliver any other duties that may be reasonably required.

Reports to : Housekeeping Manager

Direct reports: 9 Scouts

Hours worked/Shift: 37½ hours per week, in straight shifts over 7 days. Weekend work and overtime work will occasionally be required.

Key Responsibilities

Supervisory Duties

Oversee and supervise the work of the GAB scouts, ensuring that:

- GAB student rooms, guest rooms, kitchens, bathrooms, toilets, social spaces and other common areas are cleaned to a high level and in accordance with College agreed standards throughout the year, including during conferences and events season.
- Routine maintenance and external issues discovered are reported immediately to the maintenance team, via the intranet portal, for prompt action.
- Waste is carefully collected, segregated and recycled where possible.
- Wellbeing concerns about students are promptly reported to the Housekeeping Manager.
- In-house laundry services are efficiently and effectively carried out.
- Conferences and events run smoothly with required rooms ready for use and changeover between guests.
- Students, colleagues and visitors to the College are treated in a kind and friendly manner.
- Promote a positive work environment that reflects the College's values and Behaviour Framework exhibiting professionalism and courtesy.
- Ensures rest breaks are taken in line with employment law and College policy.

Resource Supervision

Manage the work roster and monitor the standards of cleaning services at the GAB, instituting remedial action/improvements as necessary

- Carry out regular audits of the standard of cleaning services in the GAB in accordance with BICs standards.
- Working with the Housekeeping Manager plan periodic and deep cleaning of designated rooms and communal areas at end of term and prior to conferences and events takes place, as appropriate.
- Manage the GAB Scout rota, reporting sickness absences for all Scouts employed to the Housekeeping Manager and redistributing tasks as appropriate in the event of staff absence and holiday periods.



- Monitor stock levels of cleaning materials at the GAB, distributing products as appropriate to the GAB Scouts and notifying the Housekeeping Manager in good time when replacement stocks are required.
- Input into the annual appraisal process for GAB scouts, highlighting any training and development needs.

Standards and Health and Safety

Support the Housekeeping Manager to adhere to COSHH Regulations and to ensure a safe working environment.

- Support the Housekeeping Manager with the development of procedures and checklists in line with COSHH Regulations.
- Ensure the GAB Scouts follow Health and Safety procedures and regulations regarding cleaning standards, use of work equipment and methods of safe working.
- Report any non-compliance or accidents immediately to the Housekeeping Manager.
- Wear and ensure the Scouts that you supervise wear the appropriate uniform including ID cards and PPE as required.
- Be fully conversant with fire safety precautions and undertake whatever fire prevention and fire safety duties that are required.
- Be responsible for any keys and access cards issued and report any security concerns to the Lodge immediately.
- Respond promptly and efficiently to any daily requests or emergencies that may arise.
- Participate in training as necessary and follow the College's Health and Safety Codes of Practice and Policy.

Scouting

Serve as an excellent Scout, a role model to others, covering duties of Scouts and Head Scout during holidays and absenteeism, as required.

- Clean designated rooms to industry standards, including vacuuming carpet, cleaning hand-basin, making/changing bed, cleaning windows and mirrors, dusting furniture, removal of rubbish, mopping non-carpeted areas and cleaning showers, baths and toilets.
- Clean designated communal areas which include kitchens, bathrooms, toilets, stairways and corridors to agreed industry standards.
- As team lead, carry out periodic and deep cleaning of designated rooms and communal areas at end of term, and prior to and at the end of conferences and events, as required.
- Ensure that cleaning cupboards or other storage areas are kept clean, tidy and organised and that cleaning material, chemicals and equipment are always stored appropriately.

Continuous Improvement

- Assist in the implementation of new service initiatives or procedures to enhance efficiency and customer satisfaction;
- Lead staff to provide high-quality service, with a focus on presentation and customer satisfaction;
- Attend regular training as directed by the Housekeeping Manager and College HR.
- All other responsible duties that may be required.

Sustainability

- Work closely with the Housekeeping Manager and Sustainability Manager to improve the sustainability of the service, including waste reduction and responsible sourcing of products;



Other Responsibilities

- Work with College teams and external providers to ensure seamless operations and support the smooth and safe functioning of the College's accommodation.

Training

12 months on the job training provided

Contacts:

- *Outside College*
 - Conference organisers
 - Parents of Students
 - Suppliers (cleaning chemicals, consumables and equipment)
- *Inside College*
 - Housekeeping Manager
 - Accommodation Manager
 - Lodge Manager and Porters
 - Estates Manager
 - Maintenance Team
 - Operations Bursar
 - Conference and Events Team

Working Conditions

No significant adverse working conditions; except exposure to the elements of the weather when walking to and from College buildings during work.



Person Specification

Detailed below are the types of qualifications, knowledge, experience, skills and personal qualities which are required.

The Essential column shows the minimum essential requirements for the post. The Desirable column shows additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential but may be used to distinguish between applicants.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• GCSE or equivalent• First Aid trained• Level 2 Supervisory Skills• COSHH compliance	<ul style="list-style-type: none">• First Aid Trained [3-day course]• Health and Safety level?
Knowledge and experience	<ul style="list-style-type: none">• To have held a similar supervisory position for at least two years• An understanding of Health and Safety requirements as they relate to cleaning services• An understanding of cleaning and related methods and best practice• Ability to supervise a diverse team to consistently achieve high standards• Knowledge of service and etiquette	<ul style="list-style-type: none">• Worked in an HE College environment
Skills	<ul style="list-style-type: none">• Ability to prioritise work within a context of competing demands• Good communication skills, both verbal and written• Good people management skills that inspire respect and confidence• Good demonstrable leadership skills, leading by example• Excellent customer service skills and focus• Handle verbal feedback professionally, ensuring continuous improvement in service delivery.• To work independently and as part of a Team• Ability to always work flexibly and professionally	<ul style="list-style-type: none">• BICs trained
Personal qualities	<ul style="list-style-type: none">• Kind and empathetic behaviour• Calmness under pressure• Demonstrate compassion• Adaptability and resilience• Willingness to work flexible hours, including evening and weekend work	