



Domestic Services Supervisor

Information for applicants

Job description and person specification

Welcome from the Principal



UK and around the world.

Thank you very much for your interest in coming to work with us at Concord: it is a real pleasure to be able to tell you more about this very special place. Concord students love to learn and are ambitious for their futures. Here they are able to pursue their dreams in a safe, calm and supportive place where ideas can be shared and where inquisitiveness and independence of thought are celebrated. Our students' hard work is rewarded with outstanding examination results, and Concordians go on from here equipped to thrive at the best universities in the

Concordians live and learn in a diverse, vibrant and truly international community supported by outstanding academic and pastoral staff. They have daily opportunities through our extensive co-curricular, sporting, arts, social and cultural programmes to develop hugely important skills in communication, teamwork and social responsibility. The result of this is that Concordians are overwhelmingly confident, empathetic, respectful and tolerant. Most importantly of all, it means they are happy: you will find many smiling faces here.

Our highly talented body of staff work extremely hard to help students get the very best outcomes. They thrive here too and enjoy the challenge of working in such a vibrant and purposeful environment. It's truly exciting: I do hope that you want to find out more.

Dr Michael Truss
Principal

Summary of the role

Concord College is seeking to appoint a Domestic Services Supervisor to plan the daily delivery of our exceptional housekeeping standards across the Campus.

The role is essential for the smooth running of Concord College operations. This will include ensuring that areas of the college are presented to a high standard of cleanliness, including boarding houses, teaching spaces, public and all commercial areas within Campus. The role will be to supervise the Domestic Services and Laundry teams.

About Concord College

Concord College is a highly academic independent international school in England for day and boarding students. We welcome students from all over the world and the local area into our vibrant and varied community, which shares a culture of excellence and joyful learning infused throughout with our core values of rigour, kindness and creativity.

Girls and boys between the ages of 13 and 19 enjoy fabulous facilities on our safe and beautiful 73-acre campus set in the heart of the English countryside. Our students achieve the highest standards and have a superb track record in gaining entry to top universities in the UK and around the world. We also take care to nurture the individuality of students at Concord to develop their self-confidence, encouraging all here to understand the needs of others and to respect the values of the Concord community.

Concord was founded in 1949 by Paul Oertel and Monica Carr-Taylor just outside Hastings in Sussex as a small privately-owned language school. It was, at its heart, a response to the hatred and bitterness of war

by using language teaching and personal warmth to break down barriers and misunderstandings between peoples. The College grew quickly, moving first to larger premises at Tunbridge Wells and then, in 1973, to its present site in Acton Burnell. In 1969, upon the retirement of the founder Principals, the college was acquired by Frank Bell who had founded the Bell School of Languages a number of years earlier. In 1977, Concord College accepted girls for the first time. Girls were taught at a separate site at nearby Attingham Park, before relocating to Acton Burnell in the early 1980s. The College became a charitable trust in 1983 and has expanded rapidly since. Now with almost 600 students Concord boasts enviable facilities and outstanding outcomes for its students.

Academic achievements

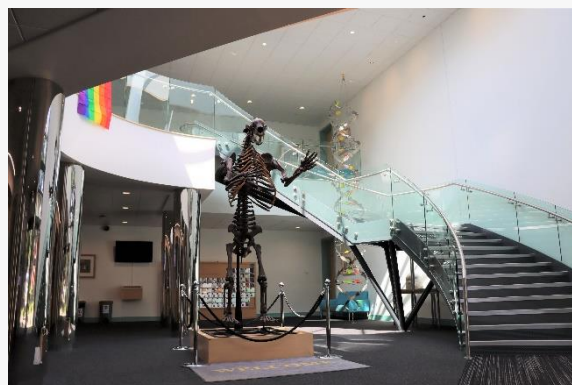
The College is highly academic and students consistently achieve excellent 'A' level results. In 2022 48.6% of students achieved A*, 81.3% A*/A and 92.6% A*- B.

The staff

The College employs over 320 staff across all departments. There is a community feel to the College and this promotes the supportive environment which is so important for the wellbeing of everyone – staff and students alike. Staff are experienced and well-qualified, conscientious and caring and there is a strong commitment to deliver the highest standards in all areas.

Facilities

Facilities at Concord College are superb. Based around an historic main building, there are many new additions. We have an excellent theatre and music school as well as an outstanding science facility. Meals are served in the College dining room and the catering team provide an extensive selection of international cuisine. Special diets are catered for. Students have individual study bedrooms, some with ensuite bathrooms. Students enjoy a wide variety of facilities including two sports halls with weight training equipment and multi gym and fitness equipment, a student common room with a coffee bar and a student kitchen/diner where they can develop their own culinary skills.



Safeguarding and child protection

Concord College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Child protection screening is undertaken, which includes checks with past employers and the Disclosure and Barring Service. The College's central role and responsibility is in caring for the welfare of its students. It recognises its statutory duties to pass on concerns and to work with other agencies in the field of safeguarding children.

Job description

The Domestic Services Supervisor will support the Domestic Services Manager in the supervision of the domestic staff, including housekeeping staff, laundry staff and domestic maintenance, in order to ensure all areas of the College are presented to a high standard.

The Domestic Service Department

The Domestic Services Department comprises in excess of 45 staff across housekeeping, laundry and domestic maintenance. The Domestic Services Manager has responsibility for managing the department and the post holder is currently supported by a Domestic Services/Functions Assistant and a Weekend Team Leader.

The Domestic Services Manager reports to the Assistant Bursar (HR, Admin & Domestic Services), and through them to the Bursar.

The Domestic Services Department is part of the Bursary, which also includes Finance, HR, Health & Safety, Administration, Estates, Grounds, Security, Catering and the ICT Team.

Reporting lines

The Domestic Supervisor will report to the Domestic Services Manager.

Key areas of responsibility

- assigning cleaning sections to the Domestic Assistants (each morning), giving out keys and issuing any instructions/necessary information;
- taking responsibility for the issue and return of the keys from the Domestic Assistants and ensuring safe custody of those keys;
- supervising the team of Domestic Assistants in the day-to-day completion of tasks;
- undertaking 'spot' checks and audits (and recording results) in boarding residences/work areas daily to ensure that overall standards of cleanliness and hygiene are always maintained across the College;
- undertaking immediate corrective action if areas have not been cleaned/serviced to the required standards;
- ensuring that any cleaning rotas are adhered to and signed off when completed;
- providing a thorough departmental induction to new team members to ensure duties will be undertaken to the required standards;
- as requested, providing feedback to the Domestic Services Manager on each member of the Domestic Services team to assist the Domestic Services Manager in undertaking performance reviews;
- unlocking and opening the Domestic Services office, if required;
- ensuring that all team members comply with College policies and procedures, including (but not limited to) absence, sickness, code of conduct etc;
- advising the Health & Safety Officer and the Domestic Services Manager of any health and safety concerns;
- attending a weekly meeting with the Domestic Services Manager and reporting any concerns/issues throughout the week;
- providing a 'hands-on' approach and supporting with day-to-day tasks as required particularly in the event of staff shortages/holidays. Such day-to-day tasks will include (but shall not be limited to):
 - vacuuming
 - washing and polishing floors of varying surfaces
 - dusting/polishing.
 - cleaning and disinfecting sanitaryware
 - stripping and re-making beds
 - disposing of refuse
 - cleaning fridges and microwave ovens
 - replenishing consumable supplies.
- identifying and reporting any need for repairs or equipment faults to the Estates department using the appropriate form;
- working in accordance with risk assessments and safe working practices and assisting with ensuring that the team of Domestic Assistants also adhere to them;
- attending appropriate training, as required by the Domestic Services Manager;
- in liaison with the Domestic Services Manager, scheduling training (including refresher training) for the Domestic Services team;
- complying with policies and procedures, including those relating to safeguarding and child protection, health and safety, welfare, security, smoking in the workplace, confidentiality, and data protection, and reporting any concerns;
- undertaking any other ad hoc duties as required by the Domestic Services Manager.

Person Specification

In order to meet the high standards expected of support staff at Concord College, we seek to employ a person with the following qualities, experience, skills and abilities.

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• General Secondary education or equivalent.	<ul style="list-style-type: none">• A relevant qualification to the level of Team Leader or Supervisor.

Criteria	Essential	Desirable
	<ul style="list-style-type: none"> Well-developed understanding of the English language 	<ul style="list-style-type: none"> Good understanding of C.O.S.H.H. and Health and Safety policies Awareness of safeguarding and child protection. Driving licence
Experience	<ul style="list-style-type: none"> A housekeeping (or similar) Team Leader or supervisor role, in a school, college or hotel industry Inducting and training new members of staff. 	<ul style="list-style-type: none"> 2 years' experience
Knowledge	<ul style="list-style-type: none"> Numeric and computer skills (Microsoft word, Excel, and Outlook) are essential 	
Personal attributes, skills and values	<ul style="list-style-type: none"> Honesty and integrity Assertive Reliable Good organisational skills Drive and energy with a can-do attitude Professional appearance and conduct Excellent communication skills, both verbal and written Ability to organise, plan and communicate changes as they arise. React to changes and implement the changes. 	

Terms and Conditions

Hours of work

Working hours are based on 40 per week, 7am-3.45pm Monday to Friday (inclusive) with daily unpaid breaks totalling 45 minutes (30 minutes for lunch and one 15-minute tea break)

Remuneration and benefits

The salary will be negotiable dependent on qualifications and experience.

Benefits include contributory pension scheme and lunch which will be provided in the dining room at no charge whilst the kitchen is in operation.

There is free parking on site and employees may use the fully equipped gymnasium/sports facilities.

Holiday entitlement

Annual holiday entitlement will be 5.6 working weeks per annum, inclusive of public holidays. Due to the nature of the business, some public holidays are classed as normal working days.

References

The appointment is subject to receipt of satisfactory references and compliance with safeguarding recruitment requirements.

Safeguarding Recruitment Requirements

The appointment is subject to police clearance as required by law for the protection of children and to compliance with proof of identity and addresses over the last five years in accordance with the stipulations laid down by the Disclosure and Barring Service and DfE's Keeping Children Safe in Education (KCSIE). An enhanced DBS Disclosure is required for this role.

Employment contract

Permanent.

Start date
ASAP

How to apply

Please submit a fully completed application form to the HR Department (recruitment@concordcollege.org.uk) together with a covering letter explaining your suitability for the role. You are welcome to submit a copy of your CV, but this will not be considered without a fully completed and detailed application form.

Appointment to the role will be dependent on satisfactory completion of all pre-employment checks in accordance with relevant statutory guidance. These will include satisfactory references and a clear enhanced DBS (Disclosure & Barring Service) check with Barred List information.

For further information on the College please visit our website www.concordcollegeuk.com.

The closing date for applications is **9 April 2024**.

Applications will be considered on receipt and we reserve the right to close this vacancy earlier than the date stated above should we appoint a suitable candidate.

Please note that due to the volume of applications received in the HR department, we are unable to provide individual feedback other than to those candidates who attend for interview.

Concord College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Child protection screening is undertaken which includes checks with past employers and the Disclosure and Barring Service.

This post is exempt from the Rehabilitation of Offenders Act 1974. Our policy in relation to the recruitment of ex-offenders can be found on our website.