# Job Description

## 1. Job Details

**Job title:** Assistant Domestic Supervisor  
**School/Support Department:** Accommodation Services  
**Unit (if applicable):** Property & Residential Services  
**Line manager:** Domestic Supervisor/Accommodation Manager

## 2. Job Purpose

To ensure that all areas of flats or halls are cleaned and maintained in accordance with correct procedures to the agreed standards under the supervision of the Domestic Supervisor or Accommodation Manager. In the absence of the Domestic Supervisor they become the first point of contact on domestic matters for students and commercial visitors and for the direction of the domestic staff employed on the site.

## 3. Main Responsibilities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>% of time</th>
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<tbody>
<tr>
<td>1. Responsible for ensuring all bedrooms/common areas within the postholder’s site are maintained to the required standard as defined by the Halls/Flats Manager. During the vacation period this duty is significantly more demanding due to the different servicing demands, i.e. daily/weekly departures, replenishment of guest supplies and the daily use of the property management system to run reports identifying daily departures and arrivals and any special requirements.</td>
<td>25%</td>
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<tr>
<td>2. Supervision and direction of staff including the daily allocation of duties/general direction and checking of work throughout the day, issue and receipt of sub-master keys, completion of time-sheets, initial investigation and reporting of absences. Informing Halls/Flats Managers of required staffing levels/shortages and any disciplinary/grievance issues.</td>
<td>15%</td>
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<tr>
<td>3. Responsible for ensuring domestic assistants receive a full induction and are trained to agreed Departmental standards and any additional requirements for each site. In addition the postholder will be required to carry out refresher/update training as required and where appropriate instruction and guidance of assigned portering staff.</td>
<td>14%</td>
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<td>4. Maintain daily communication with Halls/Flats Manager ensuring all concerns and problems regarding the property and residents are reported and discussed, particularly in relation to any perceived student welfare issues, e.g. illness, distress, unusual/unacceptable behaviour.</td>
<td>5%</td>
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<td>5. Ensuring repairs and damages are quickly and accurately reported using the networked computerised reporting system ‘EBIS’ to input and identify the priority of all repairs. Maintain ongoing checks on all outstanding repairs reporting any delays or problems to Manager/Maintenance.</td>
<td>10%</td>
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<tr>
<td>6. Control of laundry supplies ensuring sufficient clean linen is available for issue and all soiled linen is bagged and accounted for ready for collection by the laundry company. Ensure sub-standard supplies are reported.</td>
<td>10%</td>
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<td>7. Responsible for implementing relevant health &amp; safety requirements with domestic staff including risk assessments, COSHH, monthly checks of fire safety equipment, assistance with fire drills and the</td>
<td>15%</td>
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8. Responsible for ensuring student mail is dealt with according to the requirements of the site.
9. Ensuring that all keys are securely controlled and accounted for and for the security of the house/site office, flats/rooms and stocks of linen and cleaning materials.

4. Planning and Organising
   - In conjunction with or in the absence of the Domestic Supervisor, planning and allocation of the cleaning duties are required. Rotas are set up but need adjustments to cover for staff absence. Also in the vacation period this daily planning of work load is greatly increased to cater for arrivals and departures.
   - Assist the DS in the planning and execution of monthly fire checks.
   - Assist the DS/AM in the planning and organising of the change from student to vacation letting.

5. Problem Solving
   - In the absence of the DS, the ADS has to resolve the problems of getting the rooms and flats cleaned during periods of staff shortage. Procedures are in place as to what is acceptable but the ADS must decide when these should be put in place in conjunction with the Accommodation Manager.
   - In the absence of the DS, the ADS has to resolve issues on staff training when cleaning standards are not being met. He/she must ensure that the problems are resolved and staff re-trained.
   - In conjunction with the Accommodation Manager and the DS, the ADS must resolve the problems of changing the Accommodation from student to commercial business in the short time scale available by scheduling work appropriately.

6. Decision Making

   Decisions taken by job holder
   - Prioritisation of tasks to ensure critical work is covered in the event of staff shortages or during vacation when changing levels of client demand regularly require work plans to be changed at short notice.
   - Determining when work has not been carried out to the required standard and ordering rework as appropriate.
   - Identifying how best to assist student and commercial visitors who may approach the post holder with problems or concerns regarding their accommodation or related arrangements.
   - Identification of potential risks and hazards, ensuring incident/accident reports are written and passed to the Halls/Flats Manager.

   Decisions referred by job holder
   - Deciding when the behaviour of a member of staff is such that disciplinary action may be required and arranging such through the Halls/Flats Manager.
   - Any permanent changes to working practices or rota
   - Any serious customer complaints
   - Any decisions on maintenance that are not routine repairs

7. Relationships
   1. Domestic Assistants - Must be able to interact appropriately with domestic staff and to be able to communicate, motivate and encourage them.
   2. Supervisors and Managers - Must be able to communicate effectively in a constructive and helpful manner with other members of the team to ensure departmental objectives are met.
3. Students and Guests - Must be able to interact politely and helpfully with all our customers to ensure that their stay is pleasant and trouble free.
4. Contractors and Tradesmen – Must assist tradesmen to access the properties and carry out repairs/servicing as required and minimise disruption to tenants/guests.

8. Knowledge, Skills and Experience Needed for Job

Qualifications:
- National Certificate in Cleaning Technology (or equivalent)
- Nationally recognised supervisory management qualification (or equivalent)
- SVQ/NVQ Assessor Qualification

Newly appointed Assistant Domestic Supervisors who do not have these qualifications will be required to register for the relevant courses within 12 months of appointment.

Skills:
- Good verbal and written communication skills
- The ability to react quickly and resourcefully to changing requirements.
- Ability to deal in an appropriate manner with a wide range of people

9. Dimensions and Context

To work in a house with 300 to 400 students and approx 20 staff and assist the Domestic Supervisor in the running of this. Or to work in a block of flats with 120 to 150 students and 3 or 4 domestics and respond directly to the Accommodation Manager.

10. Any Other Relevant Information

The duties of an Assistant Domestic Supervisor vary between student and commercial time as the ADS is expected to take on the responsibilities of the Supervisor in the summer when many additional staff are employed and holiday cover is required. The percentages on the left of the main responsibilities relate to an ADS in the flatted sites, whilst those on the right relate to an ADS in Halls.