



Senior Scout

Further Particulars

Job Title:	Senior Scout (Cleaning Supervisor)
Department:	Housekeeping
Hours:	37.5 hours per week
Salary:	£29,428 pa
Contract Type:	Permanent
Reports to:	Housekeeper (line manager)

Hertford College are recruiting for two senior scout positions. One new position on the Catte Street main site, and another in the South Oxford hub is a replacement due to an internal promotion.

The College

Hertford College ("the one with the bridge") is a constituent college of The University of Oxford, and a registered charity. Hertford is one of the larger Oxford colleges, with roughly 750 students, two-thirds of whom are undergraduates. The main site lies in the heart of Oxford, occupied from the later thirteenth century by Hart Hall and, from 1740 until 1816, by the first Hertford College; and then, from 1822, by Magdalen Hall which was refounded in 1874 as the second Hertford College.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty fellows, the majority of whom are involved in undergraduate teaching. In addition, thirty lecturers supplement teaching provision, and around 125 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over 50 years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

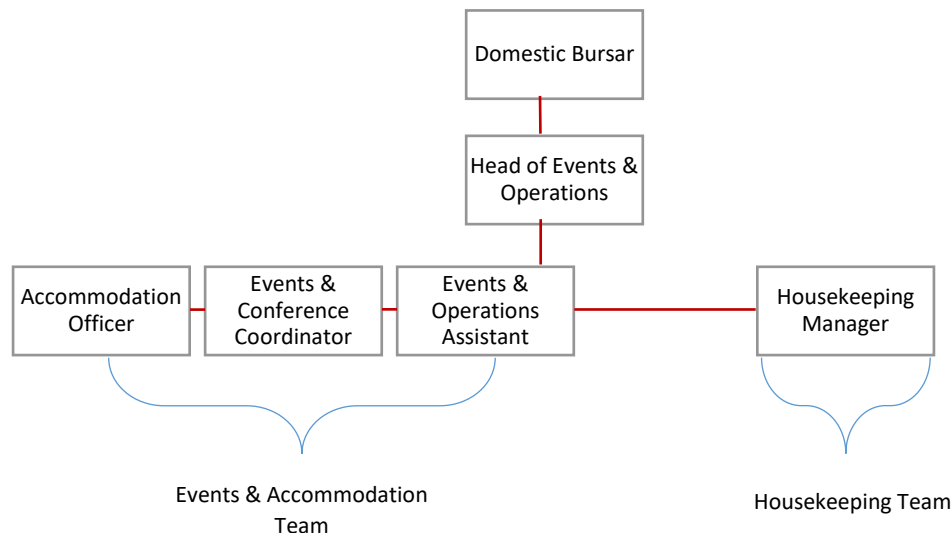
Further information about the college is available at <http://www.hertford.ox.ac.uk>.

The Domestic Operations Team

The Domestic Bursar is responsible for domestic operations across the College. These include accommodation services, events, housekeeping, maintenance and the lodge.

Reporting to the Domestic Bursar, the Head of Events and Operations is responsible for the day-to-day operational management of the accommodation, conferencing, events and housekeeping. The Events and Operations team work closely with other College departments, fellows, staff and students.

The Events, Accommodation & Operations Team structure is below:



The Senior Scout Role

Reporting to the Housekeeping Manager (Cattle street) or the Housekeeper in North or South Oxford, the Senior Scouts are responsible for supervising the scouts and ground scouts within their team, and area of responsibility, to ensure that cleaning is carried out safely to the agreed high standards of cleanliness and hygiene.

Duties

- Supervise team members, making regular checks on their work to ensure it is completed to the agreed high standards of cleanliness and hygiene.
- Respond to team members' initial enquiries and report staff issues (performance, safety, welfare and discipline) to their line manager.
- Check every morning that team members have signed in and organise cover in any instances of unexpected absence.
- Ensure that good time keeping is kept by team members and maintain relevant records.
- Liaise with their line manager regarding any cover for holidays or other planned absence.
- Ensure team members are using the correct cleaning materials and equipment safely.
- Assist with the training of team members and maintain relevant records.
- Process weekly materials order forms.
- Order cleaning materials via their line manager.
- Check scouts' pantries and store are kept safe, clean and tidy.
- Ensure rooms, and communal facilities and areas are cleaned and prepared on time for occupation by students and conference delegates, including regular and deep cleaning.

- Report any damage, prohibited items or defects within their area of responsibility.
- Report any concerns regarding the safety or welfare of accommodation occupants.
- Attend meetings with their line manager.
- Assist their line manager with the management of laundry and linen, and any other consumables.
- Respond to fire alarm activations during the working day and act as a Fire Marshal in the event of a fire.
- Deputise for their line manager and provide cover for colleagues in the Housekeeping Department in the event of absence.
- Undertake other duties at the direction of their line manager, the Housekeeping Manager, Head of Events and Operations, and the Domestic Bursar.

Other Duties

The post-holder may be required to undertake other duties at the direction of the Head of Events and Operations, and to provide cover for colleagues in the Domestic Operations Office in the event of absence.

Person Specification

Candidates from a range of backgrounds are encouraged to apply for this role.

Essential

- Experience of working as a Cleaning Supervisor or a Scout in a College environment.
- Trained in Health and Safety and Manual Handling.
- Trained in COSHH.
- Eye for detail and an understanding of what 'working to a high standard' looks like.
- Good verbal and written English communication skills, with ability to relate well with Senior Members, Staff, Students, Contractors and Suppliers, and an ability to handle matters tactfully.
- Good interpersonal skills enabling effective translation of problems into practical solutions.
- Able to supervise the work of others and work effectively as part of a team.
- Experience of developing and implementing new ways of working efficiently and effectively.
- IT skills: Able to use Microsoft Windows applications (including Excel) and other database systems (for conference and student accommodation) to interoperate information and data, as well as produce plans from these. System specific training will be given but you must be able to use Microsoft Windows applications to a good level.
- Self-motivated and an ability to work without close supervision and a tolerance of dealing with routine problems.
- Ability to work to deadlines, well organised, flexible work duties and with changing priorities, whilst remaining calm under pressure.
- Ability and willingness to learn new skills
- Team Working and Management skills
- Ability to maintain confidentiality when dealing with sensitive situations.
- Reliable, honest and trustworthy.
- Willing to undertake training as provided by the College or external provider.

Desirable

The post-holder will ideally possess:

- A recognized qualification: NVQ level 1 in Cleaning or equivalent.
- Experience in a University, College or similar environment, and empathy for its operations and practices.

Terms and Conditions

This is a permanent appointment, available for an immediate start.

These posts are full-time, 37.5 hours per week.

The salary will be £29,428 pa. Hertford salary uplifts are reviewed annually and applied from 1st April. The post is eligible for membership of the OSPS pension scheme.

Benefits:

Annual leave: The college offers an annual leave entitlement of 28 working days (five to be used for Christmas Closure), plus Bank Holidays, pro-rata for part-time employees. Bank holidays which fall within the full terms of the University of Oxford are normally worked, for which time off in lieu will be given. The holiday year runs from 1st October to 30th September.

Additional holiday days are awarded as longer services awards.

Employee Benefits Platform: Free access to thousands of discounts and savings via vouchers, reloadable cards, cashback and online voucher codes.

Free Meal: When on duty, a meal is provided free of charge when the kitchens are open.

Pension: The post is eligible for membership of the OSPS Pension Scheme, further details can be found at <https://finance.admin.ox.ac.uk/pensions>

Health and Welfare Support: Employee Assistance Programme. Free annual flu jab.

Travel Pass Loan: A discounted travel scheme is available with monthly deductions from salary.

Cycle to Work Scheme / Bike Loan: Monthly deductions from salary. On site cycle repair service at discounted rates.

Sports Facilities: Access to the University Sport club.

University Card: for discounts in shops, cafes and restaurants and University Leisure facilities.

Other staff benefits are outlined on the HR section of the college website: <https://www.hertford.ox.ac.uk/and-more/vacancies>

The appointment is subject to a probationary period of twelve months. The college may initiate a DBS check during employment. You may also be required to submit to a medical assessment that is satisfactory to the College, a medical questionnaire will be provided if relevant to your employment.

Application and Appointment Procedure

Those wishing to apply for the post should email the following documents to hr@hertford.ox.ac.uk by **noon on Tuesday 14th October 2025**

1. CV (maximum three sides of A4)
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).

Please note that Hertford will not accept AI generated covering letters or application content.

Applicants are also asked to complete and return an Equal Opportunities Monitoring Form (available from the college website www.hertford.ox.ac.uk/about/vacancies). The information collected on the Equal Opportunities Monitoring form does **not** form part of the selection process and will **not** be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college's

equality policy. Completed forms should therefore be sent to hr@hertford.ox.ac.uk as a separate document, and not contained in the same string as the other application materials.

Interviews will take place week commencing 27th October 2025. References will only be taken up for the successful candidates.

Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a UK work visa for this post. EU/EEA & Swiss nationals must have Pre-Settled or Settled Status.

The position may be discussed further with the Head of Events & Operations (Jordan.davies@hertford.ox.ac.uk).

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, as a prospective employee of our college, of the types of data we will process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. This Privacy Notice can be found on our website at this address: <https://www.hertford.ox.ac.uk/privacy>.

Hertford College is an Equal Opportunities Employer