



Housekeeper Further Particulars

Job Title:	Housekeeper (Main Site)
Department:	Housekeeping
Hours:	37.5 hours per week
Salary:	£32,198 pa
Contract Type:	Permanent
Reports to:	Head of Events & Operations

Hertford College are recruiting for a Housekeeper based at our main site on Catte Street, Oxford.

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.

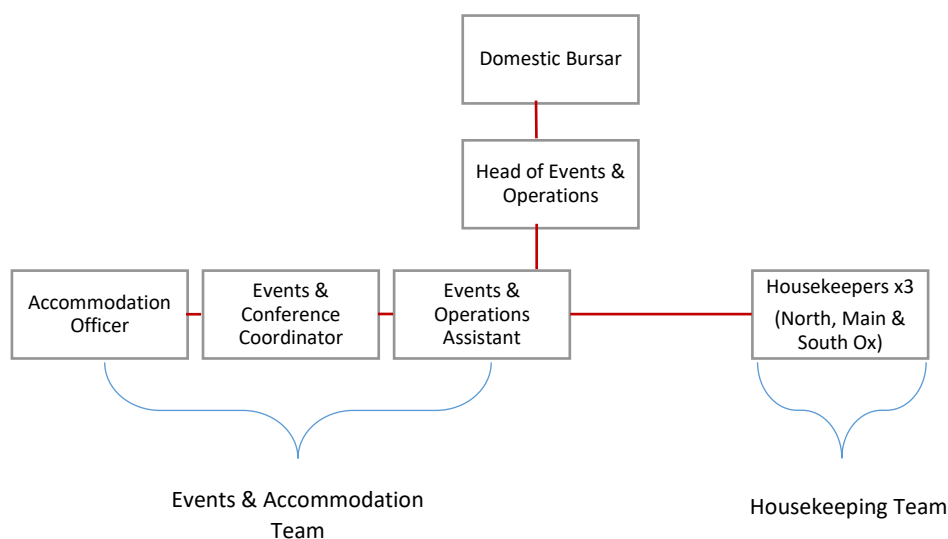
Further information about the college is available at <http://www.hertford.ox.ac.uk>.

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 Housekeeper Role

Reporting to the Head of Events & Operations, the Housekeepers based in North Oxford, Catte Street and South Oxford are responsible for the management and delivery of housekeeping services on their respective sites.

Duties

- Line manage senior scouts and scouts with responsibility for performance, welfare and discipline, maintenance of staff records, and reporting staff issues as appropriate to the Head of Events & Operations.
- Apportion staff to tasks to deliver agreed cleaning schedules.
- Contribute to the review, development, and continual improvement of housekeeping services on their site.
- Supervise team members, making regular checks on their work to ensure rooms, and communal facilities are cleaned to the agreed high standards of cleanliness and hygiene.
- Ensure team members are using the correct cleaning materials and equipment safely.
- Train team members, assessing competence and maintaining relevant records.
- Management of cleaning materials, including storage, issue for use and re-ordering.
- Management of housekeeping facilities and equipment (offices, stores, pantries, laundries and rest areas).
- Using StarRez, ensure rooms are cleaned and prepared on time for occupation by students, guests and conference delegates.
- Provide general guidance and responding to enquiries from accommodation occupants.
- Report any damage, prohibited items or defects within their area of responsibility.
- Report any concerns regarding the welfare of accommodation occupants.
- Attend meetings with the Head of Events & Operations and the weekly Operational meetings as needed.
- Manage the turnover of linen and dirty laundry, and any other consumables for guest and conference rooms.
- Undertake relevant training, and identify & deliver training to team members.

- Undertake other duties at the direction of the Head of Events and Operations, and the Domestic Bursar, and to provide cover for colleagues in the Housekeeping Department in the event of absence.

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

- Extensive experience working as a Cleaning Supervisor, with a proven ability to lead, manage, motivate and develop a team to achieve and maintain high service standards.
- Experience of developing and implementing new ways of working efficiently and effectively
- Good knowledge of housekeeping practices, procedures, and quality standards, with excellent attention to detail and a clear understanding of what delivering a high standard of work looks like.
- Trained in Health and Safety, Manual Handling, and COSHH, with a commitment to maintaining safe working practices.
- Strong verbal and written English communication skills, with the ability to build effective working relationships with Senior Members, staff, students, contractors, suppliers, and colleagues across the College. Able to handle matters professionally, tactfully, and with discretion.
- Excellent interpersonal and problem-solving skills, with the ability to translate issues into practical solutions and develop and implement improvements to working practices.
- Well organised and able to prioritise workloads, manage multiple tasks, work to deadlines, adapt to changing priorities, and remain calm under pressure.
- Experience of working in a customer service environment, with a commitment to delivering a positive customer experience.
- Good IT skills, including the ability to use Microsoft Windows applications (particularly Excel) and database systems to manage, interpret and report on information and data. System-specific training will be provided.
- Self-motivated and able to work effectively with minimal supervision, using initiative and sound judgement to take ownership of responsibilities, resolve routine issues, and recognise when matters should be referred to others.
- Strong team-working skills, with the ability to build effective working relationships with other teams in the college.
- Ability and willingness to learn new skills and undertake training as required.
- Ability to maintain confidentiality when dealing with sensitive information and situations.

Desirable

The post-holder will ideally possess:

- A recognized qualification: NVQ level 1 in Cleaning or equivalent.
- Familiarity with room management/booking systems (e.g. StarRez)
- 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 £32,197 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 Monday 15th June 2026**

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 Thursday 25th June 2026. 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 and 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