



CHRIST'S HOSPITAL

A SCHOOL LIKE NO OTHER

DOMESTIC OPERATIONS MANAGER

Christ's Hospital (CH) epitomises the transformative power of education. Situated on a majestic campus in 1,200 acres of rolling Sussex countryside, but with close ongoing links with the City of London, the School offers a first-class independent boarding education to children with academic potential from all backgrounds. Most pupils (75%) benefit from bursaries provided by the School's foundation. With an annual budget in excess of £30 million, an endowment of £500 million, over 500 staff and 900 pupils, Christ's Hospital is a large and complex organisation.

The Domestic Operations Manager will be responsible for managing the cleaning and portering across the campus, ensuring an effective service is delivered to the School. They will advise the School Management Team on and be the Subject Matter Expert on all aspects of these areas.

Key Duties

- To manage all aspects of Cleaning and Portering operations on the campus, including management of all Housekeeping & Portering operatives at CH. Your will be assisted in your duties by 3 Team Leaders. The Department management team will focus on monitoring individual's performance and quality of work, volume of work, working safely, plus behaviour and conduct whilst at work.
- To lead and be proactive on managing staff issues in line with relevant school policies including pre-formal actions for attendance, performance capability and discipline matters. Adopting early intervention strategies in the management of all staff issues, giving direction and feedback that is timely, firm, fair and evidence based.
- Be responsible for all aspects of department staff training and development. Ensuring all annual appraisals are completed.





- To support the Team leaders in their roles by coaching/mentoring, training and signposting.
- To encourage, by modelling through own behaviour, respectful and fair working relationships with all team members and with all internal customers.
- To be responsible for the expenditure of the departmental budget ensuring that, all guidance issued by the Business and Commercial Director, is adhered to. Recommend and implement cost reductions and improvements to the standards required.
- Work closely with both the CH SHEF Advisor/Compliance and Operations Manager to ensure all department staff are compliant with CH policies and procedures with particular regard to cleaning, hygiene, Health and Safety, Safeguarding and Standards of conduct.
- Ensure that all members of staff are correctly and adequately clothed in CH corporate issued items. Any proposed changes are to be agreed with the Operations Manager.
- Ensure all services are delivered to the highest standard.
- Flexible hands-on approach to work – willing to step in, go the extra mile, set an example and help the team to maintain high standards.
- Continue to embrace and build towards a more sustainable, green, environmental focus with new and existing contacts.
- To assist with out of hours on-call duties as required by the Operations Manager or Director of Operations.
- Any other duties reasonably requested by the Operations Manager or Director of Operations.



CLEANING

- Effectively manage the cleaning function and team. Review all work schedules on a regular basis. Monitor the fairness of work and the division of labour amongst both operatives and Team Leaders. Produce a detailed departmental duty roster for all staff, at least monthly in advance, ensuring weekend/early/late duties are evenly shared.
- Ensure cleaning responsibilities of the team are suitably covered in the event of staff absences.
- Ensure plans are made and implemented to cover all irregular cleaning activities pertinent to the Department e.g. deep clean in school holiday/post event cleaning, Beating Retreat, Leave Weekends, Speech Day and Open Days.
- To control all stocks of cleaning materials ensuring that there are always sufficient materials on hand to achieve a high standard of cleaning on site.
- To ensure relevant cleaning equipment is available to team members and that all unserviceable items are withdrawn from use and either replaced/repaired as soon as possible.
- Oversee Housekeeping waste within the School. This will involve managing the collection and disposal of all paper, hygiene and general waste from the Academic, Administrative and Pastoral areas of the School, proposing and managing budgets thereof, and managing any external contractors/waste collection in the best interests of the School.
- Liaise with the Operations Manager with regards to bin/skip locations in respect of fire safety, appearance, and efficiency.
- Conduct daily inspections of guest rooms, public areas, and back-of-house spaces to ensure compliance with established cleanliness standards.
- Ensure that the housekeeping team is fully trained within their roles, delivering the required quality and productivity and supported where necessary with team coaching.



PORTERING

- Effectively manage the Portering function and team. Plan, organise and control the Portering team operations to ensure that the agreed and authorised services required by internal customers are carried out to agreed standards ensuring all responsibilities are suitably covered in the event of staff absences.
- Plan and organise any departmental moves, such as teachers moving classrooms or office moves.
- Oversee and staff the CH stores system for the receipt, safe storage and final distribution of all parcels/packages ordered by staff/pupils at the School (not trade items).
- Attend planning meetings/calendar meetings for events to understand input required from Support Services.
- Make arrangements, as directed by the designated member of staff in charge of the event, for preparing the School for events, both commercial and school. In addition to tasks in advance of the event, it is likely that there will be responsibilities on the day for furniture and equipment moving, signage and car-parking. Ensure that all events are adequately staffed and arrange for staff to work overtime if required.

Safeguarding and Personal & Professional Conduct

All staff are required to follow published statutory guidance and the School's Child Protection and Safeguarding Policy at all times and to share in the corporate commitment to promoting the safety and welfare of students.

In addition to a thorough understanding of safeguarding procedures, all staff are expected to demonstrate consistently high standards of personal and professional conduct.

This job description is not intended to be comprehensive. It will be reviewed regularly and may need to be modified.



Person Specification – Domestic Operations Manager

Essential	Desirable
Qualifications	
<ul style="list-style-type: none"> • DBS Disclosure clearance • GCSE in English and Maths or equivalent 	<ul style="list-style-type: none"> • Relevant professional qualification (eg Institute of Hospitality, City & Guilds in Cleaning & Support Services) • Driving Licence (Cat B)
Experience / Abilities	
<ul style="list-style-type: none"> • Experience of Managing Cleaning departments • Experience of managing a large team • Self-starter, used to working unsupervised. • Experience of effective use of ICT • Experience of Health and Safety 	<ul style="list-style-type: none"> • Experience of working in a regulated sector • Experience of managing a Portering department
Knowledge, Skills, Aptitudes	
<ul style="list-style-type: none"> • Able to use various forms of IT, in particular the use of Microsoft Outlook (Email) and internet (for e-learning). • Able to communicate effectively both orally and in written form with a diverse body of people. • Able to work collaboratively; flexibly and successfully with a diverse team of staff. • Able to prioritise, manage workload and motivate self and others. • Able to give and to take instruction. • Able to work successfully with staff across all levels of the organisation. • Able to manage a series of large complex budgets, make purchases and account for stock and expenditure. • Able to produce an annual budget forecast. • Able to work safely. • Able to relate well and appropriately to children and adults. 	



- Able to understand and comply with regulation and school policy and procedures on a range of matters.
- In the event of a major incident or disaster, you may be required to provide assistance, in whatever capacity necessary and participate in any training to ensure the School is fully prepared

Personal Qualities

- Ability to use initiative when confronted with new task/situation.
- Reliable, calm under pressure
- Self-motivated able to prioritise and manage workload.
- Ability to offer help/support to others and open to accepting help.

The above will be evidenced by a variety of means including: application form; personal statement; references; interviews; evidence of qualifications/training, relevant testing/assessment and documentation required upon interview. Any offer of employment is conditional on the receipt of suitable references that are satisfactory to the School.



Terms of Employment

Full Time Permanent Contract, 40 hours per week, 52 weeks per year. Hours of work to be agreed with Operations Manager.

There will be a requirement for regular weekend work.

23 days paid annual leave (plus bank holidays)

PPE/safety equipment to carry out this role will be provided.

Disclosure and Barring Service

The School is a “Registered Body” under the provisions of the Police Act 1997 because employment at the School involves access to children under the age of 18. This post shall be subject to receipt of an overseas criminal record check (where appropriate) and will require an Enhanced Disclosure Certificate (with barred list) from the Disclosure and Barring Service (DBS) before an offer of employment is confirmed.

It is a requirement of employment at the School that all staff are:

- Eligible to work in the UK;
- Committed to implementing whole school/staff policies relating to the safeguarding of children.
- Assessed as medically fit to undertake the role.

Benefits include:

- Competitive salary
- Free lunches when the School's catering facilities are open.
- Staff Pension and Death in Service benefit
- Heavily discounted gym membership.
- Employee Assistance Programme.
- Attractive site close to the Downs Link with excellent transport connections to London (1 hour from Christ's Hospital Station), Gatwick and the south coast.
- Theatre.
- Strong staff community.
- On site nursery (for ages 3-5 years).



Support Services Organisational Structure

