



University of Oxford
**St Edmund
Hall**

**Housekeeping Manager
Job Description and Further Particulars**

1. The College

St Edmund Hall, affectionately known as Teddy Hall, is one of the constituent colleges of the University of Oxford and occupies a historic site in the middle of Oxford, just off the High Street. The College community has around 70 Fellows, 400 undergraduate and 300 graduate students in addition to administrative and domestic staff. St Edmund Hall's roots are in the 13th Century, making it one of the oldest education institutions now within the University of Oxford.

We offer accommodation to our undergraduates for the duration of their course across all our properties in Queen's Lane and East and North Oxford. We are proud to present our new 127 ensuite study room accommodation at Norham Gardens, based in North Oxford. The site comprises of three new buildings constructed to Passivhaus standard. During University vacation periods, the College accommodates residential conferences, summer schools, and day and evening meetings across all sites, providing a significant revenue stream. During these periods, the Housekeeping Department operates a hotel-style service.

Further information about the College can be found by visiting www.seh.ox.ac.uk.

2. The Role

This post is based at the College's Norham Gardens properties in North Oxford. Under the general direction of the Accommodation Manager, and with day-to-day oversight from the Warden, the Housekeeping Manager will oversee the daily delivery of housekeeping services to agreed standards across student accommodation and shared facilities.

The Norham Gardens site consists of multiple buildings, some of which are occupied year-round, as well as accommodating commercial guests during university vacation periods. The housekeeping team at Norham Gardens will comprise of 6 Scouts and this post, the Housekeeping Manager.

3. Main Duties and Responsibilities

- To ensure the efficient and orderly management of cleaning services and maintenance reporting for student accommodation, commercial business, common rooms and other communal areas at the properties at Norham Gardens.
- To supervise the housekeeping team at Norham Gardens (6 members of staff), ensuring cleaning standards are maintained, daily checks are completed, and maintenance issues are reported through the appropriate channels and followed through to completion.
- In liaison with the Accommodation Manager, to monitor the condition of furniture, soft furnishings, and equipment, ensuring regular inspections and appropriate cleaning and repair arrangements.
- To ensure faults, breakages, and health and safety hazards are reported promptly to the Warden and/or Deputy Estates Manager.
- To assist the Accommodation Manager in completing staff appraisals.

- To comply with statutory and legal requirements relating to fire safety, health & safety, and hygiene.
- To support the Accommodation Manager in controlling costs through the economical use of cleaning materials, stock, and equipment.
- Responsible for the ordering and effective management of stock supplies ensuring stock levels are maintained.
- Oversee the accurate completion and authorisation of staff timesheets and submission to the Finance Department within the required timeframes.
- To ensure all staff comply with current Health & Safety legislation and COSHH requirements relating to chemicals and cleaning materials.
- To assist with the recruitment, induction, and training of new staff.
- To identify training needs, assist in the development of training plans, and deliver formal training sessions where required.
- To liaise and interact with students and residents as required.
- To liaise with external suppliers and contractors as required.
- To attend COSHH, Health & Safety, and other mandatory training as required.
- To ensure all equipment is used safely and stored correctly.
- To adhere strictly to college security procedures and policies, including those relating to keys, stock, and property.

The above is not an exhaustive list of duties and the post-holder will be expected to perform different tasks as necessitated by the changing role within the College's organisation and objectives. This job description may be reviewed periodically in conjunction with the post-holder and the requirements of the College.

4. Further Information

It is essential that College uniform and/or protective clothing is worn at all times while on duty and that a smart appearance is maintained. The post-holder may be required to provide cover at other College sites as needed.

Some weekend working will be required during conference periods. Applicants should note that the role involves the use of stairs and the lifting, carrying, and moving of furniture.

5. Selection Criteria/Person Specification

Requirements	Essential and desirable criteria	
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Education/qualifications		
Good general level of education.	√	
Experience		
Experience of carrying out cleaning duties.	√	
Experience of managing a small team.	√	
Experience of working with cleaning tools and machinery.		√
Experience of working in a similar role within a college or the hospitality sector.		√
Skills, knowledge, interests and abilities		
Ability to communicate in a friendly and effective manner with people at all levels.	√	
Strong attention to detail with the ability to work to a cleaning schedule to the correct standard and adhere to deadlines.	√	
Excellent customer skills and ability to lead a customer focused approach.	√	
Good IT skills including email, Word and Excel.	√	
Ability to work independently and as part of a team which includes flexibility to cover the absence of colleagues.	√	
Reliable, trustworthy and able to exercise discretion.	√	
Flexible approach to work and willingness to participate in training.	√	
Excellent time management skills with the ability to prioritise and manage competing demands.	√	
NVQ Level 2 or higher in Cleaning.		√

7. Terms and Conditions

Appointment:	This is a full-time, permanent post working five days per week. The appointment will be conditional on receipt of evidence of right to work in the UK documentation and satisfactory references.
Probationary Period:	There will be a probationary period of six months. Only after successfully completing this probationary period will the appointment be confirmed.
Notice Periods:	During the probationary period, the post-holder's employment may be terminated by either side on one weeks' written notice. Once the appointment is confirmed, the period of written notice will be one month on either side.
Salary:	The salary reflects the St Edmund Hall Salary Scale at Grade 4.4 (currently £29,161 per annum). Automatic progression takes place on 1 August for support staff provided they have been in post for at least 3 months prior to the incremental date until the maximum point is achieved.
Hours of Work:	Normal hours of work will be 40 hours per week, usually 08:00 am to 4:30pm, with a 30-minute break each day, which is unpaid. The ability and willingness to adopt a flexible approach to working hours and duties will be required.
Annual Leave:	Annual leave entitlement is 32 days (inclusive of bank holidays). The post-holder's leave will be calculated on a pro-rata basis for the first year of employment. Additional leave is granted during the Christmas and New Year period when the College is closed. Where public holidays fall in term time, the Housekeeping Manager may be required to work those days and time off in lieu will be given to be taken at a mutually convenient time at the discretion of the Accommodation Manager.
Meals:	Lunch is provided free of charge in the Hall whilst on duty and when the College kitchen is open.
Benefits:	Subsidised bus pass loan, season ticket rail loan, cycle scheme loan and access to the College's employee assistance programme (a 24-hour telephone and online advisory and counselling service).
Pension:	The post-holder will be automatically enrolled in the Oxford Staff Pension Scheme (OSPS) unless they notify the College otherwise.
Parking:	Parking is extremely limited and allocated according to needs at the discretion of the Domestic Bursar.

Further terms and conditions are contained in the Employee Handbook, a copy of which will be supplied on appointment and forms part of the post holder's contract of employment.

8. Application Process

Interested applicants should forward the following documents:

1. A Cover Sheet (found on our website) detailing the names and contact details of two referees.
2. A current CV.
3. A covering letter, which explains how you meet the selection criteria for the post.

Documents should be sent preferably by email to recruitment@seh.ox.ac.uk by **GMT 09:00 on Monday, 16 March 2026**. Postal Applications should be sent to the HR Manager, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

Interviews are expected to be held on Monday, 23 March 2026 in Oxford.

Informal enquiries about the post should be directed to recruitment@seh.ox.ac.uk.

Equality of Opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Recruitment Monitoring

Please consider completing the online Equal Opportunity Monitoring Form. Submission of this form is voluntary and does not form part of the selection process, but we would be grateful if you are willing to return it with your application to assist us with our equal opportunity monitoring. A paper copy can be obtained on the website or by emailing recruitment@seh.ox.ac.uk.

Notes

1. *This employment is subject to the provision of original documentation to establish the right to work and remain in the UK.*
2. *All data supplied by applicants will be used only for the purpose of determining their suitability for the post, and will be held in accordance with the principles of the General Data Protection Regulations.*
3. *St Edmund Hall is an Equal Opportunities Employer. Conduct against fellow employees and college members that is offensive or detrimental to them on grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, is not tolerated.*
4. *Smoking (including electronic devices) is not permitted at any of the sites or buildings belonging to St Edmund Hall.*