JOB TITLE	Assistant Manager: Housekeeping	**GRADE**	13
POSITION CODE	50000009	**OFO CODE**	
DIVISION	Housekeeping Services – Residential Operations Division	**INCUMBENT**	
SUPERVISOR/MANAGER	Manager Housekeeping Services	**JOB TYPE (ACADEMIC/SUPPORT)**	Support
PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)	Permanent	**FULL-TIME OR PART-TIME (IF PART-TIME, HOW MANY HOURS PER DAY)**	Full-Time
COUNCIL FUNDED POST OR OUTSIDE FUNDED	Council Funded	**DATE APPROVED**	20 April 2022 (SR)

MAIN JOB OBJECTIVE/S
To assist the Manager: Housekeeping Services with the management and the administration of the Housekeeping Services department to ensure the delivery of a high standard of service to Rhodes University.

DESCRIPTION OF KEY RESPONSIBILITY AREAS	***KEY PERFORMANCE INDICATORS***
STAFF AND OPERATIONS MANAGEMENT – 40%	Responsible for managing and supervising Housekeeping Service staff working within their section. • Motivating for appropriate resourcing of the Section via the Manager: Housekeeping Services (staff, budget, facilities, equipment, etc.), given the processes and structures of the institution and ensuring efficient use of resources. • Organising the Section's activities and services in terms of resourcing provided by the institution. • Ensuring the provision of a quality service by the Section, including the evaluation of the services of the Section. • Ensuring that appropriate structures and processes are in place to provide the necessary service, coordination, and integration of the different structures/processes/jobs within the section.

	● Ensuring that appropriate targets/goals are set for the work of the section and staff of the section. ● Monitoring of performance of individuals and that of the section against these targets. ● Performance management of the direct reports, including the: ✔ Selection of these staff ✔ Induction and training of these staff ✔ Motivation and recognition of staff ✔ Managing performance, including disciplining staff who are not performing. ● Ensure that health and safety regulations are met within the sections. ● Disciplining of staff within the parameters of the Rhodes University disciplinary code. ● Monitoring of staff clocking transactions (Best Time) and identifying patterns and abuse of leave ● Monitoring the maintenance of buildings and equipment under the incumbent's supervision.
PARTICULAR HOUSEKEEPING RESPONSIBILITIES WITHIN THE RESIDENTIAL SYSTEM – 20%	Responsible for implementing and monitoring the cleaning services Housekeeping provides to the Residential System and the buildings falling under this section. ● Assist the manager in ensuring the cleaning standards are maintained and standardised within the section. ● Co-ordinate, delegate, inspect and advise on all cleaning-related issues for areas assigned. ● Inspect and offer advice on the cleaning aspect of all buildings within the University – as and when required. ● Monitor the ordering of cleaning products and materials from the Central Stores to ensure that sufficient stock of hardware and cleaning materials is available for weekly issues. ● Complete cleaning surveys for their area, done collectively with the external assessor three times a year. ● Assist with resolving cleaning problems. ● Advice supervisors when cleaning is unsatisfactory. ● Weekly walkabout audits are done within their areas to ensure procedures and service delivery quality are standard.

ADMINISTRATION – 15%	Responsible for implementing and monitoring the administration systems of their area of work to ensure maximum efficiency and effectiveness. This will require the use of word processing and spreadsheets, using Microsoft Word and Excel. ● Overtime, honorariums and time schedules for sections within his/her responsibility area. ● Staff leave/absenteeism report for sections within his/her responsibility area. Weekly and monthly. ● Monitoring cleaning costs and stock for sections within his/her responsibility area. ● Audited stock takes and reporting discrepancies to the manager. ● Ensure that all staff daily work schedules are updated, communicated, and understood by all staff members reporting to their sections. ● Monitoring the orders and maintenance requisitions for sections within his/her responsibility area. ● Arranging casual labour when necessary and the payment advice thereof. ● Implementation, auditing, and monitoring of linen and uniform stock in their area. ● Initial compilation of reports on incidents, discipline, investigations, counselling, and complaints regarding the employees reporting to the job incumbent. Assist the Manager: Housekeeping Services with: - ● Budgeting and control, including costing of cleaning and equipment upgrades ● Stock and cleaning audits are the areas of responsibility. ● Any reports which the Manager may require: Housekeeping Services.
SERVICE DELIVERY – 10%	Responsible for ensuring the effective and efficient service delivery within their sections and assisting the manager of Housekeeping Services with service delivery in other areas as required. This will include but may not be limited to: - ● Quality Control ● Customer Service ● Liaison with students, wardens and guests, including attendance at relevant meetings

STOCK CONTROL – 5%	Responsible for the implementation and monitoring of the control of stock in their area of work and implementing systems to ensure maximum efficiency and effectiveness, in particular: - ● Financial monitoring, reconciliation, and control of supplies, telephone, vehicle, and chemical consumption. ● Total Control: Stock takes and audits are performed per procedure. ● Authorisations of orders and requisitions ● Control condition of furnishings and ensure that maintenance is executed timely and quality is kept at high standards. ● Updating an accurate list with the sections' resource requests regarding equipment. ● Establishing and maintaining an accurate list of each section's equipment requests.
PLANNING AND ORGANISATION – 5%	Responsible for the planning and organisation of all procedures within their sections to ensure maximum efficiency and effectiveness, which includes, but is not limited to: - ● Orientation week ● Graduation ● Conferences during vacations ● Beginning and end of term turnaround ● Furniture and Equipment replacement and student replacement recovery distribution
LIAISON AND CUSTOMER SERVICE – 5%	Responsible for ensuring that all hygiene and cleaning services/products are completed on time and to standard outlined in the contract agreement. He/she is responsible for maintaining good relations with all departments, divisions, and suppliers. **Internal/Direct Customers include but may not be limited to: -** Wardens, students, academics and support staff. **External Suppliers include but may not be limited to: -** Window Cleaning and Sanitary Disposal Units. All areas identified by the Manager. (Academic, residences or other).

JOB REQUIREMENTS
EDUCATION and EXPERIENCE

A degree/diploma (NQF Level 7) in Hospitality Management with approximately 4 years' relevant experience where such experience includes: -

- Previous experience in Hospitality Management and experience working in a hospitality service-related environment where the key focus has been on the planning and organisation of service delivery.
- Previous administrative experience within a computerised administration environment.
- At least 3 years' experience supervising and/or managing staff.
- A valid driver's license.
- Previous experience and/or knowledge of cleaning and quality methodologies.
- Previous experience in stock control.

COMPETENCIES - I.E. KNOWLEDGE, SKILLS AND ATTRIBUTES

The incumbent must demonstrate the following competencies:

PROFESSIONAL COMPETENCIES
- Passionate about Management and the cleaning environment
- A broad knowledge and understanding of Management principles and practices
- Knowledge and understanding of cleaning and quality methodologies

ADMINISTRATIVE SKILLS
- Basic budgeting skills with sound numerical ability
- Critical administrative skills include good organizational & planning skills as well as problem solving & time management skills
- Sound computer literacy; word-processing, spreadsheets, email and internet/web browsing

PEOPLE AND COMMUNICATION SKILLS
- A proven ability to deal with diverse people and to facilitate harmonious, effective labour relations
- Excellent interpersonal skills with an ability to relate to staff at different levels as well as from different cultures
- High level of self-awareness, is committed to their own development
- Able to gain the trust of others, able to keep confidences
- Sound communication skills in English (both verbal and written)
- The ability to communicate in other official languages, particularly Isi-Xhosa, will be an advantage.

MANAGEMENT SKILLS
- Ability to think strategically and creatively
- Problem-solving skills: logical and analytical
- People management skills with a collaborative approach
- A strong track record of service delivery
- Decision-making skills, able to be objective, flexible, but decisive
- Sound numerical ability
- Extremely professional with high personal standards, able to produce work of a superior quality

WORK BEHAVIOURS
- Customer Service ethic with a track record of good customer service and continuous improvement
- Able to work independently as well as a member of a team
- Actively seeks feedback, able to withstand criticism and constructive criticism to improve
- Extremely professional with high personal standards, able to produce work of superior quality
- Shows initiative and can multitask

SUBORDINATES

16 (13 Housekeepers, 1 Laundry, 1 Upholstery and 1 Sewing Room Supervisor) Direct reports and 66 indirect reports (this is the minimum as the residential system is growing)

FUNCTIONAL RESPONSIBILITIES	
PLANNING (i) What is the longest (macro) period that the jobholder has to plan ahead? 4 - 8 months (ii) Typically, how long are the micro phases/time periods that the macro planning is divided into? 1 – 2 months	
ADDITIONAL INFORMATION	
FOR HR USE ONLY - TO BE COMPLETED BY HR	
RemChannel Code	729

Note: Any changes made to the job profile (other than the name of the incumbent, the position code and OFO code) must be approved by the Director: HR or the Deputy Director: HR.