



Fettes College

Housekeeping Manager



A place to **live.** A place to **learn.** A place to **grow.**

An opportunity has arisen for a proactive and motivated individual with outstanding management skills to lead the Fettes Housekeeping and Janitorial teams as Housekeeping Manager. You will be an excellent leader capable of inspiring the Housekeeping and Janitorial teams to deliver a consistent standard of cleanliness and service throughout the Fettes campus to all students, staff and visitors.

The Role

The Housekeeping Manager will report to the Assistant Bursar and will line manage a team of 32 housekeepers, the Supervisor, and the Laundry Supervisor, in addition to 2 Janitors. You will work closely with other Operational Managers to ensure the smooth running of campus operations generally.

You will have good communication skills to confidently liaise with and challenge staff across a broad range of departments, and have the ability to manage your own workload within the parameters of your role. Flexibility, resilience and good-humour will be important characteristics to deal with the varying demands that are placed on the Housekeeping and Janitorial teams. You will be accustomed to providing excellent customer care and will ensure the Housekeeping and Janitorial staff adopt the same approach.

The Fettes campus includes boarding houses, teaching spaces, shared and private offices, private accommodation, and a health club comprising around 2,000 members. During school holiday periods, the teams will service a busy external lettings programme which can involve weekly changeovers. There are rolling refurbishments carried out across the campus periodically and deep cleans are required at the conclusion of each. The role also assumes responsibility for coordinating the laundry requirements of the School and managing the Janitorial team.

It is an essential part of the role to monitor and maintain a healthy and safe working environment.

Key Responsibilities

- Lead the Housekeeping and Janitorial teams, motivating them to perform efficiently and happily.
- Adopt a continuous improvement mindset to improve the effectiveness and efficiency of Housekeeping and Janitorial operations.
- Oversee a high standard of cleaning across all areas of the Fettes campus by ensuring the smooth operation of the daily cleaning schedule as agreed by Fettes College and its subsidiary Companies, and any administrative processes which accompany this task.
- Promote a culture of professionalism, discretion and respect within the team – especially when working within residential settings.

- Work closely with the catering and maintenance teams to provide and maintain a clean, safe and welcoming environment for all pupils, staff and visitors.
- Ensure Health and Safety and COSHH obligations are met.
- Prepare reports as requested and instructed by the Assistant Bursar, and escalate issues to the Assistant Bursar as appropriate.
- Oversee the completion of standing and ad-hoc tasks requested from the Janitors.
- To carry out any duties (including cleaning tasks as required) not listed here, but deemed reasonable and as required by the Assistant Bursar.

Performance and Customer Service

- Setting their duties and schedules and ensuring a consistent standard of uniform applies.
- Make and implement recommendations to improve the Housekeeping service to ensure a more efficient and innovative operation.
- Investigate comments or complaints and take appropriate corrective action.
- Ensure the security of all buildings when staff are cleaning and the safe custody of keys and door codes.
- Ensure that you and the Housekeeping Supervisor are carrying out regular spot checks and audits to monitor and address any performance concerns in relation to the Housekeeping Team.
- Oversee and support the Laundry Coordinator to ensure the smooth running of all laundry operations – both in-house and outsourced.
- Manage and support the Janitorial team to successfully execute their daily tasks.
- Support the Fettes community to dispose of waste appropriately to minimise the number of waste collections required and contribute towards our sustainability targets.
- Develop and maintain relationships with suppliers and contractors to support the Housekeeping team as required, including waste management and specialist cleaning providers.

People management

- Allocate staff resource to allow for the discharge of required duties to the expected standard each day, and to adapt to periods of absence, annual leave or high demand.
- Conduct staff training as required.
- Conduct the staff induction process for all new staff.
- Conduct annual appraisals for each team member, and performance manage effectively in the meantime.

Supplies and equipment

- Delegate the monitoring of and management of stock inventories to ensure adequate supplies.
- Oversee the ordering of supplies as necessary.
- Issue consumables, materials, and equipment to cleaning staff and record usage levels.
- Maintain departmental equipment assets.
- Demonstrate the safe use and maintenance of equipment.

Financial

- Prepare staffing and operating budgets each year, monitor performance against them and provide explanations for any variances to the Finance Manager and Assistant Bursar.
- Review contracts to ensure quality and value for money are being achieved.

Person Specification

Essential skills

- Experience leading and motivating a large team within a large or multi-site setting, and able to delegate effectively.
- A strong communicator, with the ability to challenge effectively and have difficult conversations.
- Excellent standards of customer service.
- A proven ability to manage complex operations considering the needs of a diverse group of stakeholders.

- Understanding of Health and Safety regulations, including COSHH obligations.

Desirable skills

- Experience preparing and managing budgets, and monitoring performance against them.
- Experience in managing relationships with suppliers and contractors.
- A continuous improvement mindset, with an ability to review processes for improvements and implement them.
- Knowledge of sustainable housekeeping practices to contribute towards Fettes' sustainability goals



Benefits

This is a permanent full-time role, working 35 hours per week Monday to Friday (6am to 2pm with 2 unpaid 30-minute breaks per day). Some additional weekend, evening or overnight working will be required to support key calendar events and particularly busy periods. This time may be taken back in lieu.

Annual Salary: Depending on experience

Staff Benefits: In addition to being part of a great team you will be entitled to a range of benefits that include:

- 30 days holidays and 8 days public holidays, generally taken outside term time.
- Parking within the campus grounds. The campus is easily accessed by car and bus; there is a bus stop located outside the campus serving several routes across the city and to rail stations.
- Membership of Westwoods gym and health club which offers a range of excellent fitness and leisure facilities including a 25m swimming pool.
- Free lunchtime meals during term time, and at other times when catering is provided, and you are on duty.
- Life insurance scheme.
- Excellent Employee Assistance Programme (EAP).
- You will be opted into the Fettes College Pension Plan after 3 months service. This scheme is a money purchase one, operating as a salary exchange plan. The College will contribute to the scheme a minimum of 8% and you will contribute a minimum of 2%. Fettes operate a contribution matching scheme up to 12% of base salary.
- Access to discounted healthcare, additional life insurance, shopping discounts, etc through our 4me benefits portal.

Application Process

The closing date for applications for this role is **Tuesday, 7th October**. Interviews will be held in the w/c **13th October**. To apply please go to our website and follow the link for this vacancy: www.fettes.com.

All applicants are asked to provide, as well as a CV, a covering letter setting out how you meet the person specification and what you feel you can bring to this role. Please include your salary expectations within your covering letter. Our Assistant Bursar, David Hancock, is available to have an informal conversation with any

potential candidate prior to applying. If this is of interest to you, please contact recruitment@fettes.com to arrange a time to speak with David.

An offer of employment will be subject to two satisfactory references and a clean report being obtained from the Disclosure Scotland PVG Scheme in view of the contact you will have with children during your normal duties.



About Fettes

The school stands on a magnificent site of approximately 100 acres, within walking distance of Edinburgh's city centre and is a leading HMC co-educational independent boarding and day school, with a Prep school for students starting at age 7 and from September 2025 with the introduction of a Pre-Prep. Known for its academic excellence, Fettes is unique in Scotland in following the English curriculum of GCSE examinations and the dual pathway of A Level and International Baccalaureate (IB). Fettes has a strong focus on pastoral care and all-round education, providing their students with '*A place to live. A place to learn. A place to grow*'. Founded by Sir William Fettes in 1870, it was originally a boy's school and started admitting girls in 1970. The main building was designed by one of Scotland's leading architects, David Bryce.

We are a community of more than 1000 individuals, made up of just under 700 students and over 300 dedicated staff.



Fettes Moving Forward

Our vision

We have created and developed a bold vision for Fettes, one which focuses on what we believe Fettesians should aspire to be, the skills they will need in life, and the impact we want them to make in the world.

We have called this *Fettes Moving Forward: A place to live. A place to learn. A place to grow.*

You can discover our vision – and how it shapes and informs our future – at [Fettes.com/vision](https://fettes.com/vision)

