

Candidate pack

Housekeeping and Accommodation Manager

Stowe



Our Vision and Ethos

We are Change Makers

Our goal is to inspire pupils and colleagues to be Change Makers who will shape positive futures for themselves, their families and the global community. Our World-class facilities support our educational aims and are shared with the wider community. We strive for excellence and celebrate achievement, valuing education as a journey and not a destination in the belief that all pupils can exceed their potential. Learning is learnable and everyone can improve. Our aim is to encourage personal development by creating a flourishing, vibrant, cohesive, caring and socially inclusive community which embraces pluralism, diversity and intercultural understanding. We celebrate differences by giving everyone a voice and then listening to multiple viewpoints. It is our collective responsibility to develop the cognitive, physical, emotional and spiritual well-being of everyone in our community. We are committed to the development of character with particular emphasis on tolerance, resilience, honesty, humility, courage, compassion, gratitude and service. We strive to attract and retain employees of the highest calibre.



Dr Anthony Wallersteiner
Head of The Stowe Group

The Group's talented and committed workforce is one of our greatest strengths. We are committed to fostering team engagement, attracting, mentoring, developing and retaining our best teachers and support colleagues. We focus on employee well-being, provide opportunities for professional growth and create a culture of community and partnership. Environmental stewardship and sustainability are cornerstones of The Stowe Group.

Pupils and colleagues have a heightened awareness of their social and environmental responsibility in preserving our unique ecosystem. We have developed and implemented a comprehensive Environmental Stewardship Programme which confronts a variety of challenges, including climate change and environmental sustainability.

“Our goal is to inspire pupils and colleagues to be Change Makers who will shape positive futures.”

THE *Stowe* GROUP

The Stowe Group of schools (Stowe, Ashfold, Swanbourne House and Winchester House) is situated on four separate sites in Buckinghamshire and Northamptonshire. Across the four schools, The Stowe Group can offer education for boys and girls from 3-18 years. Within The Stowe Group there are more than 1,800 pupils and 800 members of staff. The Schools occupy sites of historical significance in Swanbourne, Dorton, Brackley and the world-famous landscape gardens at Stowe, where we work with The National Trust to manage 880 acres and open the grounds to over 200,000 visitors a year. Stowe House is open to the public during the School holidays and for guided tours during term time. The Stowe Group is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. In 2021, The Stowe Group launched its transformational and substantive Change Makers vision and Change 100 programme.



Stowe



SWANBOURNE HOUSE
BUCKINGHAMSHIRE




ASHFOLD
SCHOOL



WINCHESTER
HOUSE 



PROFESSIONAL

CREATIVE PROBLEM SOLVERS

KIND

FLEXIBLE

COLLABORATIVE

COMMUNICATORS

**We are
Change
Makers**

who are:

Job details

Appointment of: Housekeeping and Accommodation Manager

Department: Support Services

Hours of work: 37.5 hours, 8.00am – 4.00pm (with occasional out of hours work)

Accountable to: Group Director of Estates

Job Grade: 3

Location: Stowe School

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Purpose of the role

The Housekeeping and Accommodation Manager is responsible for the safe and efficient delivery of housekeeping, laundry and staff accommodation services to Stowe School, ensuring that service, budget and programme objectives are achieved and that all relevant legislation and best practice is followed.

They will manage a team of housekeepers (circa 75 staff), supplying a high-quality, cost-effective cleaning and housekeeping service across the school throughout the year, for all activities and uses of the school.

They will manage the in-house laundry service, to ensure a smooth and professional service delivery.

They will manage the delivery of the staff accommodation service (circa 70 accommodation units), supplying a professional service, ensuring statutory compliance and customer support, including interim inspections and the issue and management of occupancy agreements.

They will manage external contractors supplying window cleaning, pest control, sanitary waste hygiene, and other cleaning services to the school.

Key tasks

General

- To manage a team of housekeepers, team leaders and supervisors to provide a comprehensive cleaning, housekeeping service across the site for the school and events, including cleaning, tidying, bed making (external events), curtain changes and deep cleaning.
- To manage a team of laundry assistants and supervisor to provide a comprehensive laundry service across the site for the school and events.
- To work with the Estates and Staff Accommodation Administrator to provide a comprehensive and statutorily compliant staff accommodation service, including liaison with occupants and stakeholders, working with the Estates team to ensure the upkeep of the portfolio, interim inspections and the issue and management of occupancy agreements.
- To monitor and manage the external contractors relating to provision of a housekeeping service, including but not limited to window cleaning, sanitary waste, pest control, matting and other cleaning activities.
- To support the Group Director of Estates to ensure that the Stowe Estate is maintained to a very high standard, and to provide high quality services to all members of the Stowe Group Community.
- To be an active member of the Support Services Teams.
- Work with stakeholders, statutory authorities, the local authority, the National Trust and other third parties in a collaborative manner, attend meetings with the same as required.
- To carry out all work in a professional manner, and fully in accordance with the appropriate standards and legislation.

Management

- To support, manage and supervise the Housekeeping and Laundry Teams to ensure that in the areas of service responsibility, the Stowe Estate is kept fully maintained to a high level of presentation and statutory compliance, and that all works are cost effective and undertaken within agreed programmes.
- Ensure that department risk assessments are kept up to date and relevant, and that the risk assessment process is fully adhered to.
- To undertake daily work briefings with the housekeeping and laundry teams, ensure that safe work practices and all relevant processes and procedures are always undertaken.
- Ensure that the Housekeeping and Laundry Teams operate fully in compliance of all Stowe Group Policies, including but not limited to Asbestos, Fire Safety and Safeguarding.
- Assist the Group Director of Estates with the preparation and submission of written and financial reports as required.
- Assist the Group Director of Estates to liaise with statutory bodies and provide information as required to ensure statutory compliance.
- Develop Term Contracts for suppliers, procurement and analysis of the same, and annual reviews in respect of service delivery matters.
- To ensure that all statutory inspection, processes and procedures are undertaken by the teams and correctly recorded.

Management continued

- Ensure that statutory compliance and best practice is always fully maintained.
- Undertake appraisals, set and review objectives for the direct reports and assist the supervisors on the same.
- Manage any arising performance and conduct issues and provide support to the supervisors and team leaders for the same.
- Oversee the training matrix for the housekeeping and laundry teams, review all training needs and ensure that training requirements are maintained.
- Assist the Building Maintenance team in ensuring that the legal provisions relating to Health and Safety at work are properly adhered to, including the safe storage of any flammable/toxic substances on site.
- Liaise with maintenance and product suppliers as required.
- To use as effectively as possible ICT and be open to developing new ICT strategies to improve efficiency.
- To propose solutions for energy and financial efficiency and improvements in conjunction with service delivery responsibilities.
- To provide managerial cover to the supervisors for holidays and sickness.
- To attend Operational Meetings as arising, provide reports for the same as required.
- Ensure the security of building and the access to keys is controlled and always maintained.



Housekeeping & Laundry

- To oversee the rota of housekeepers and laundry colleagues, ensuring effective cover in case of absences. Ensure the workforce is flexible and able to adjust to changing needs in terms of service delivery.
- Recruitment, training, development and management of colleagues within the department, in line with the school's HR policies and procedures.
- Oversee stock control, ordering and reporting of chemicals and any goods/services needed for the provision of the service.
- Document cleaning and laundry schedules to ensure consistency of standards and manage expectations in terms of service delivery and frequency. Regularly review with the supervisors to ensure relevance and to respond to changing priorities.
- Maintain a system of Quality Control/Assurance and report on the results, following up on the corrective action needed.
- Oversee the administration of hours/holidays/absence, reporting to finance for payroll purposes to meet the deadlines for correct payroll processing.
- Supply a service to Stowe Enterprise Ltd, preparing areas of the school as needed to support the letting of the premises for events.
- With the supervisors keep all machinery and equipment in good working order, have a robust system to taking equipment out of service when in need of service/repair. Maintain an asset register of equipment and machinery in the department. Have overall responsibility for this process.

- Supervision of workforce and manage a system of checking standards, ensuring that any shortfalls in service delivery or building defects are dealt with promptly or reported to the correct department for action.
- Work closely with the laundry supervisor to ensure the continuity of service both in and out of term times is maintained and meets the demand.
- Be on hand and prepared to provide hands on support to the teams at times of need, including occasional weekend support and for Speech Day and other significant events.

Staff Accommodation

- With support from the Estates and Staff Accommodation Administrator oversee and manage the safe delivery of the staff accommodation portfolio (circa 70 units of accommodation). Have overall responsibility for these processes.
- To be the point of contact for occupants and to work with the Estates and Staff Accommodation Administrator to resolve queries and arising issues. Have overall responsibility for this process.
- To ensure that all occupants are in possession of an occupancy agreement and ensure that these are annually reviewed and signed, including provisions for pets.
- Ensure that the occupants comply with the occupancy agreement and work with them to resolve any issues of non-compliance / disputes.
- With the Estates and Staff Accommodation Administrator work with the Estates team to ensure that the staff accommodation is well maintained and statutorily compliant. Have overall responsibility for this process.

Staff Accommodation continued

- With the Estates and Staff Accommodation Administrator carry out commencement, interim and completion inspections and maintain accurate records. Have overall responsibility for these processes.
- With the Estates and Staff Accommodation Administrator supply a check-in and out service to accommodation occupants, keeping inventory records and validating deposit return claims to HR/Finance. Have overall responsibility for these processes.
- Ensure that the key management process is followed and that the confidentiality of occupants' personal information is maintained.

Financial

- Oversee and manage budgets as directed by The Group Director of Estates and provide financial reports as requested.
- Have financial accountability for delegated projects, manage budgets and undertake valuations. Keep electronic records, programmes and trackers of all processes and actions.
- Ensure that allocated budgets are used effectively across the financial year, and that any potential overspend is notified to the Group Director of Estates in good time.
- Provide financial reports for ELT and Governor meetings as required.

Ancillary

- Undertake any other work as reasonably requested by the Head, or the Group Director of Estates.
- On occasions and as required visit one of the Group Prep Schools or off-site properties to aid and support.
- Enrol on the company Grey Fleet and use a company pool vehicle if available, or personal vehicle, provide insurance business cover for the latter. Comply with Stowe driving policies.
- To follow all health and safety instructions for work activities and for using vehicles, plant and equipment if required, report any health and safety concerns or faults immediately to the designated manager. Drive the Stowe vehicles as required and adhere to the driving policy.
- To be aware of, and comply with, the policies and procedures relating to safeguarding, health and safety and security.
- Stowe Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she comes into contact will be to adhere to and always ensure compliance with the Stowe Group's Child Protection Policy Statement.
- To be available on an ad hoc basis for out of hours support to the housekeeping team and staff accommodation occupants via telephone / email on an as-needed basis.
- Carry out school-based procedures in the event of fire, flood, breaking and entering, accident or major damage.

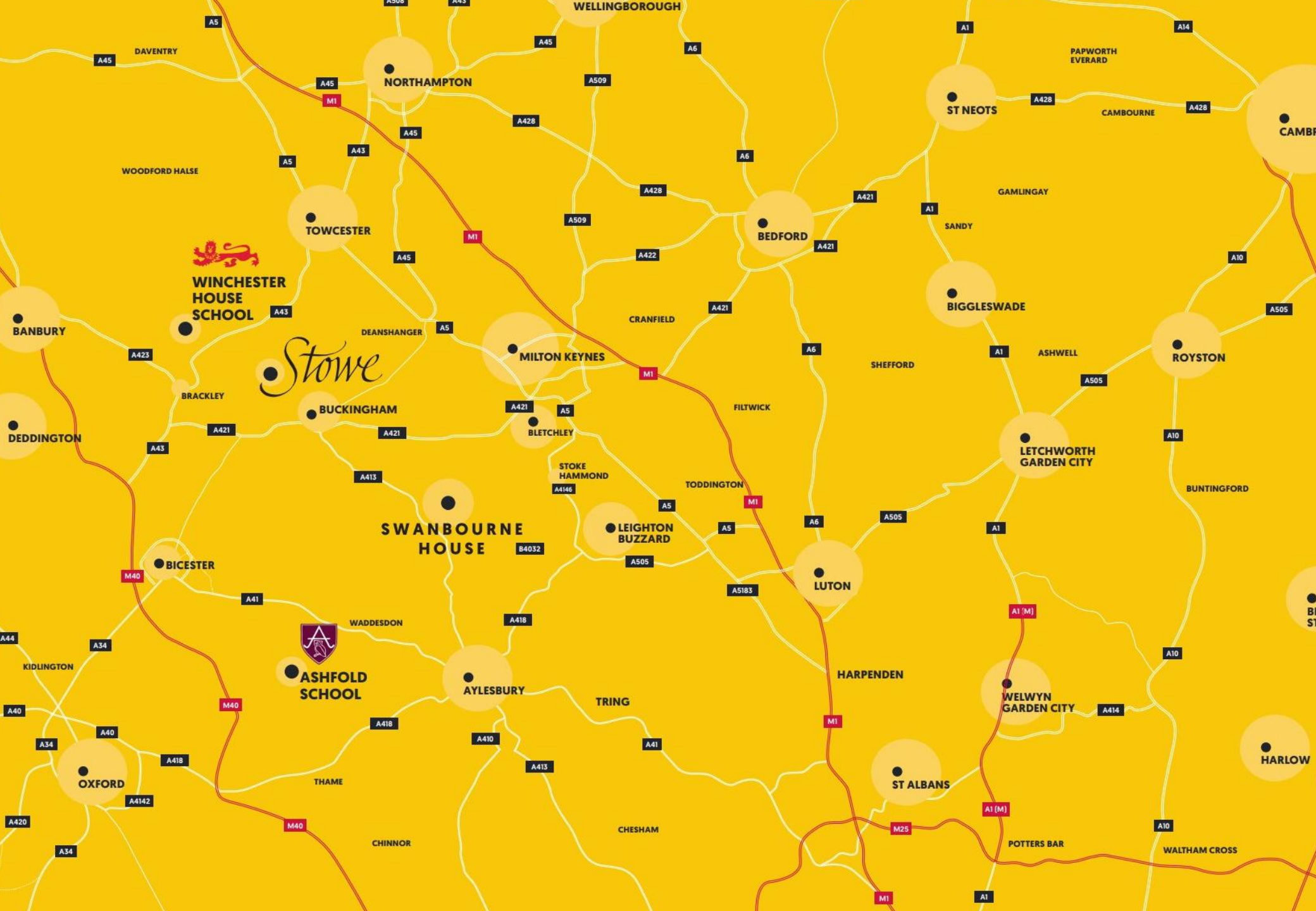
Person specification

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form

| Attributes | Essential | Desirable |
|----------------------------------|---|---|
| Qualifications | <ul style="list-style-type: none"> • Educated to higher education level in a relevant discipline (minimum HND/HNC or equivalent) • Qualified to work in the UK • A full, clean driving licence | <ul style="list-style-type: none"> • BTEC Diploma in supervision/facilities management or equivalent work experience |
| Specialist Skills and Experience | <ul style="list-style-type: none"> • Experience of managing a large team of cleaning staff • Working knowledge of monitoring and managing cleaning/housekeeping standards • A good knowledge of Health and Safety legislation applicable to the role • Experience in training, motivating and developing a team. • Medium/high level of IT skills • Experience of recruitment and retention of staff | <ul style="list-style-type: none"> • Experience of working with a residential School/care/hotel environment. |
| Personal Qualities | <ul style="list-style-type: none"> • Enthusiastic and the ability to motivate others. • Clean driving licence, able to travel off-site to properties and other schools using own or school vehicles (must have business use insurance). • Positive attitude towards working flexible hours for self and team. • Firm approach to compliance with legislation • Flexible in dealing with welfare of people. • Excellent all-round organisational skills. • Please note this role is physical and involves some heavy lifting, site walking and standing for a large proportion of the day | |

This job description and Person Specification reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder

Date Agreed: April 2026





Enhanced holiday entitlement

Your contract will provide details of the exact holiday entitlement you will receive



Free School Meals

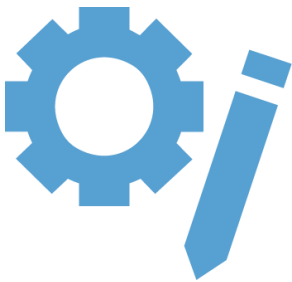
For colleagues working six hours or more during term time



Cycle2work scheme

(National Minimum Wage rules may impact eligibility)

Colleague benefits



Learning and development opportunities



Discounted School Fees

At Stowe Group schools

Access to the Stowe Library

Plus a range of online digital magazines and publications



Free annual flu vaccine



£89 Annual Golf Membership

For you and immediate family (applies to permanent colleagues only)



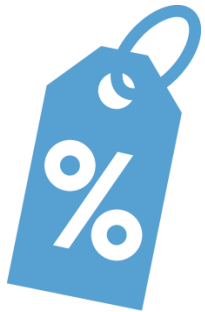
Volunteer leave

Up to 2 days paid leave for volunteering



Employee wellbeing programme

Including free access to counselling services, physiotherapy and more



Shopping discounts

Through the 'Discounts for Teachers' website



Free refreshments



Wraparound childcare

Free wraparound childcare available for all colleagues at Prep Schools



Free gym and swimming pool use

For you and your family (Stowe colleagues only, specific times apply.)
Free Yoga classes at Stowe.



We are change makers

THE *Stowe*
GROUP

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Stowe School 01280 818

SECURITY

BARBARIAN