

Job Description
Housekeeping Supervisor

Position: Housekeeping Supervisor	Department: Housekeeping	Reporting to: Assistant Housekeeping Manager
Salary: up to £24,999 per annum	Contract: Permanent	Hours per week: 37.5 hours, 5 days out of 7 (this will include a variety of shifts and weekends)

Job purpose: To supervise the 304-bedroom housekeeping department taking a hands-on approach to delivering high standards and levels of cleanliness and hygiene, providing coaching and development to a team who will be responsible for the day-to-day operation in line with brand standards and company policies and procedures. It will key that you work closely with all other departments within the rooms division to provide an exceptional guest experience.

Role Competencies:

Planning Timescales:

- To assist the departmental assistant manager with the day-to-day housekeeping operation in line with brand and company polices, standards and procedures forecasting 4 weeks and working to set deadlines to ensure an efficient housekeeping operation

Decision Making:

- To assist improving departmental service performance and operational efficiencies
- To assist with improving departmental financial performance

Impact and Influence:

- Maintain the cleanliness of the guest bedrooms, conference, event and public spaces and employee areas
- Drive the standard and condition within our guest bedrooms and audit, in conjunction with our maintenance team, to increase guest satisfaction. Champion the 'self checking room attendant programme'
- To schedule, supervise and assist in a robust departmental daily, weekly and monthly documented deep cleaning programme
- To assist in driving departmental guest satisfaction by analysing SALT scores and proposing action plans to the Assistant Housekeeping Manager
- To help embed departmental targets and objectives

Skill Level:

- To have full knowledge and understanding of all the chemical products utilised, their storage and the disposal of all toxic products
- To ensure all company systems and 3rd party systems are used to maximize the hotel operational efficiency and Guest satisfaction.
- To monitor the department's performance against set targets and objectives
- To monitor and respond to customer feedback

Communication:

- To ensure an effective daily communication process with the team
- To maintain good working relationships across the hotel and with external suppliers
- To monitor and evaluate customer feedback, responding to escalation
- To report and follow up on any maintenance defects or issues
- To log all lost and found items in line with the Housekeeping team procedure

Budget Management:

- To ensure effective and efficient performance from the team
- To assist in the inventory of all housekeeping supplies
- To ensure the proper usage of chemicals/cleaning supplies, machinery and departmental linen
- To ensure all company systems to maximize the hotel operational efficiency and Guest satisfaction
- To assist with the management of the department's expenses in line with the hotel financial key performance indicators

Lead and Develop:

- Assist in effective recruitment, training, development and management of the departmental team members in line with company policy
- Ensure team members receive monthly job chats
- Provide feedback on staff performance and report any issues to the Assistant Housekeeping Manager

Operating Parameters:

- To supervise the day to day housekeeping operation in line with all legal, brand and company policies, standards and procedures
- To ensure adequate resource planning
- Any other reasonable request as required by the business

Essential and Desirable Job Criteria:

- Previous housekeeping leadership experience in a 150+ branded hotel D
- Previous housekeeping experience in a 150+ branded hotel E
- Previous experience of team member training, development, motivation and performance management E
- Passion for driving the Guest experience E
- Experience of responding to Guest feedback D
- Previous experience of stock control D
- IT skills to include Microsoft Office E
- Previous experience of OnQ D
- Positive leadership style E
- Previous experience of COSSH and Risk Assessments D
- Excellent interpersonal and communication skills E
- Calm, flexible, proactive, and tenacious E
- Flexible with a 'can do' approach E

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality and Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level