

Job Description

Position: Housekeeping Supervisor

Department: Housekeeping

Reporting to: Housekeeping Manager

Job level: Skilled

Contract: Permanent

Hours per week: 40 hours, 5 days out of 7

Job purpose:

The Housekeeping Supervisor is responsible for the housekeeping operation to ensure the cleanliness standard is in line with the required standard at all the time. Support Housekeeping Team on a day-to-day, conduct audits, training.

Job Description

Main objectives:

- To supervise and assist the day-to-day cleaning of all hotel areas to include function rooms, stairs, landings, corridors, washrooms, entrances, and bedrooms to ensure that all work is completed to schedule and required standard
- To drive the standard with the Team to provide an excellent Guest experience
- To monitor and check cleaning standards within the hotel to ensure that work is completed on time using prepared schedules and checklists. To perform routine inspections of all areas and room attendants
- To allocate work duties to team members and assign breaks in line with business demand
- To ensure knowledge of correct maintenance and use of equipment reporting any issues/required repairs
- To ensure the proper usage of chemicals/cleaning supplies, machinery and departmental linen. To have full knowledge and understanding of all the chemical products utilised, their storage and the disposal of all toxic products
- To report and follow up on any maintenance defects or issues
- To schedule, supervise and assist in a robust departmental daily, weekly and monthly documented deep cleaning programme
- Provide feedback on staff performance and report any issues to the Housekeeping Manager
- To assist all team members have a learning and development plan with PDR and receive monthly 1:1s
- To efficiently conduct weekly stock takes of all chemicals and equipment and to manage weekly stock ordering to ensure that par levels are maintained in line with the budget
- To log all lost and found items in line with the Housekeeping team procedure
- To monitor customer feedback and complaints and report back to the Housekeeping Manager
- To ensure an effective daily communication process with the team with a monthly communication meeting
- To assist in recruiting, motivating, training and development of the team in line with the brand and company standards
- To ensure team members are managed in line with the Employee Handbook and company policies
- To maintain a strong working relationship with all hotel departments
- To use all company systems to maximize the hotel operational efficiency and Guest satisfaction
- To ensure compliance with all legal, company and hotel standards

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- To conduct general administrative duties using Microsoft office, internet explorer and the hotel property management system
- Any other reasonable request as required by the business

Person Specification

Essential skills and qualifications:

- Previous housekeeping experience in a 150+ bedroom branded hotel
- Previous experience of team member training and leadership
- A passion for delivering exceptional levels of Guest service
- Attention to detail
- Previous experience of rotaring
- Strong organisation skills
- Excellent interpersonal and communication skills
- Flexible with a 'can do' approach
- Previous experience of COSSH and Risk Assessments
- IT skills

Behavioural Indicators:

Behavioural indicators

Entry

- Personal Attributes (Self Development)
- Functional Skills (Process Management)
- Delivery at Pace (Passion for Customers)
- Functional Skills (Communication)

Skilled

- Personal Attributes (Resilience)
- Personal Attributes (Respect for Others)
- Personal Attributes (Integrity and Trust)
- People Skills (Leading a Team)
- People Skills (Developing Others)

Date created:

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