

JOB DESCRIPTION FOR HOUSEKEEPING LEAD SUPERVISOR MAY 2022

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	Housekeeping Lead Supervisor
Band	B3
Team	Operations
Purpose of role	<p>Supporting the leader of the housekeeping operation, driving and coordinating all daily operational housekeeping standards to ensure consistent customer service excellence while managing department costs.</p> <p>In order to support a successful housekeeping operation, the Housekeeping Lead Supervisor must lead from the front, motivating, training and recruiting the highest level of team members. They must ensure continuous improvement is embedded into the day to day running of the department while focusing on managing quality for all bedroom and public areas within both venues. The role will focus on enhancing our offering being flexible will all customer requests daily. A seamless high quality, clean environment is essential.</p>
Reports to	Housekeeping Manager
Manages	Housekeepers
Main duties	<ul style="list-style-type: none"> • Support managing all day-to-day housekeeping operations within budgeted guidelines and to the highest standards ensuring quality guest accommodation. • Identify customer needs and respond proactively to all their concerns • Support leading the housekeeping team by attracting, recruiting, training, and developing a high-performance team. • Provide inspirational, motivational, and visible leadership to all team members • Support establishing targets, KPI's, schedules, policies, and procedures to deliver consistent excellent customer service. • Understand customer feedback, ensure customer satisfaction targets are exceeded, guest issues are resolved effectively, and continual improvement implemented

	<ul style="list-style-type: none"> • To have ongoing daily communication with all departments delivering the highest level of service and to highlight any opportunities in the operation. • Collaborate with the Reception Manager ensuring a fully competent operation, combining the smooth welcome and departure of our guests • Ensure the operation is fully compliant with Health and Safety policies, Food Hygiene, COSHH and Fire regulations, always ensuring the health and safety and security of all guests and team members.
People skills	<p>Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs</p> <p>Strong communication skills. Ability to communicate effectively and listen to guests and team members</p> <p>Good judgement skills to determine reactions and responses and to make sound decisions</p> <p>Honesty to be able to build trust with hotel guests and team members</p> <p>Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.</p> <p>Leadership Skills to motivate your team and help those around you do their best work</p>
Technical skills	<p>Experience in supervising a housekeeping operation within a full service 4-star conference and events hotel minimum of 150 bedrooms. Minimum of 200 delegates.</p> <p>Good knowledge and functionality of cleaning bedrooms and public areas with key evidence of high standards</p> <p>Good knowledge of allocating daily bedrooms, turnarounds, additional requests, while planning the smooth operation from start to finish.</p> <p>Experience of managing team members effectively over multiple sites and maximising resource</p> <p>Experience of motivating, training, and developing a high-performance team.</p> <p>Good knowledge of property management systems, visual and IT systems for hotel guests</p> <p>Sound knowledge of COSHH and manual handling.</p>

Qualifications	<ul style="list-style-type: none">• Experience Supervising a housekeeping operation within a busy full-service hotel.
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I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date