Job Description
Head Housekeeper

Job Title: **Head Housekeeper**
Career Structure **Hotel Management Level 3**
Location:
Line Manager: **General Manager/Designated Line Manager.**

Key Communications:

- Line Manager
- Own Team
- Customers
- Central Support specialists
- Other Heads of Departments & team members

Job Purpose/Summary:

- To ensure the efficient and effective running of the Housekeeping Department.
- To ensure the hotel bedrooms and public areas are maintained to a high standard of cleanliness, in line with Company standards.
- To supervise, train and motivate team to achieve Company Standards, and also to comply with relevant legislation.

Core Accountabilities & Performance Indicators

These indicators are what the Company can expect to see when the role is being performed to the required standard.

To ensure the implementation and monitoring of brand standards and service levels are achieved in all areas:

- To ensure that all public areas are clean and welcoming to guests at all times.
- To ensure all standard checklists are implemented, used as prescribed and are achieved in all areas.
- To ensure the cleanliness and checking of guests' accommodation is carried out efficiently and that it is clean according to the Company brand standards.
- To report any maintenance faults, and follow up to ensure that the faults are rectified.
- To action and implement a preventative maintenance policy for areas of responsibility.
- To implement and maintain an effective and secure guest property lost/found system.

- To strive to anticipate customer needs whenever possible and react to these to enhance customer satisfaction in line with the Company's training programme.
- Actively consider prevention, recovery and investigation of any complaints.
- To assist in carrying out quality training and coaching in a systematic and professional manner using the company's Customer Care Programme.
- To assist in the activity of quality awards such as IIP/AA.
- Ensure that team members are correctly uniformed, in line with Company Standards, and understand the importance of personal hygiene.
- Ensure that team members are punctual, polite, courteous and helpful to guests and colleagues at all times.
- Be aware of their responsibility for the security of guest and hotel property.

Monitor and control departmental costs and controls:

- To liaise closely with Reception with regard to daily room status and ensure the correct and most efficient allocation of rooms takes place.
- Prepare, check and monitor departmental forecasts and rotas to ensure they are in line with set budgets and meet the service and business needs.
- To control costs through correct stock usage, storage, rotation, par stock levels maintained, purchase order systems, and minimising wastage as per Company standards.
- Ensuring assistance in monthly stock-takes and actioning any discrepancies in line with Company standards.
- Financial awareness and understanding of how the role impacts the hotel Profit and Loss account.
- To ensure the Company Health and Safety, Food Safety and COSHH legislation are adhered to; this will involve actioning issues and carrying out appropriate training.

Managing and implementing local and departmental product/service knowledge to maximise sales:

- Ensure team awareness of hotel facilities, restaurant /bar opening times, hotel promotions, products, services and disabled facilities.
- Ensure team awareness and delivery of local and Company promotions and up-selling of departmental products and services.
- To ensure departmental attendance at daily, weekly and operational meetings within the hotel.

- To carry out departmental communication meetings every 4-6 weeks.
- Ensure team's knowledge of local area and events.
- Awareness of competitor products and services.
- Know who to ask or where to find information if unable to answer customer queries.

Monitoring and managing compliance with all legislation relevant to your department:

- Must deliver departmental H&S, food safety, fire and any other statutory training required as directed in the Training Calendar or otherwise by your Line Manager.
- Ensure attendance of all team members at statutory training sessions as per the Company policy.
- Attend all legal/statutory courses as required by the Company.
- Ensure that while you undertake your role you abide by the Health and Safety at Work Act 1974 and safe systems of work appropriate to your role.
- In use of company nominated chemicals, it is your responsibility to ensure employee compliance by COSHH.
- Understand the importance of adhering to company policy with reference to Hazard spotting, first aid reporting, and reporting accidents.
- To have a complete understanding of hotel and Company procedure in the event of a fire.
- Vigilance, awareness and appropriate action in maintaining departmental and hotel security.

Support and action departmental HR and employee relation issues including manpower planning/productivity management:

- Manage all HR and employee relations issues according to HR Company standards and 'How to' Guides.
- Communication of all employee relations issues and HR/Learning and development activity at HR/HoD 1:1 meetings.
- Manage departmental recruitment and retention planning and activity according to budget/manpower planning levels and by agreement of General Manager/HR Manager.

To identify, provide, evaluate and monitor departmental Learning and Development:

- To carry out the departmental welcome induction to the set company standard.
- Ensure all team members attend Company Induction as per Company standard.

- Devise, agree and action training plans for the department, with Line and HR Manager.
- Liaise with Line Manager to utilise and incorporate all internal learning and development tools within the department e.g. Workbooks, Fact Files, NVQs and Company Customer Care programme.
- To carry out 1:1 meetings and performance reviews with team members and agree developmental training and action plans.

Accountability of self-development through learning and development initiatives in order to achieve business goals:

- Attend hotel and departmental induction.
- Complete relevant workbooks.
- Complete Fact Files.
- Attend 1:1 meetings and performance reviews.
- To plan and agree own personal development with Line Manager including facilitating work based projects and se1f-learning.
- Being a Buddy for new starters.

Other:

- Duty Management shifts as required.

Behavioural CompetencyFramework for a Head Housekeeper

Adaptability:

- Flexible and adapts quickly and positively to new situations keeping emphasis on a balanced approach.
- Thinks ahead and develops contingencies.

Communication:

- Communicates clearly and openly both verbally and in writing.
- Pitches information at the appropriate level.
- Manages conflict effectively.
- Participates in meetings and communicates information appropriately.

Creativity:

- Looks for fresh ideas and encourages creative thinking in the team.
- Turns good ideas into realistic solutions, recognizes and utilizes ideas.

Decision making:

- Collects and analyses relevant and accurate information about a problem.
- Makes conscious decisions to take actions.

- Accepts responsibility for making things happen.
- Constantly reviews in order to improve.
- Effectively delegates to get things done.

Influencing:

- Presents powerful arguments which persuade others.
- Has a positive profile through networking and developing positive working relationships at all levels.
- Gains commitment to action from a range of people, presenting a balanced and business-focused approach.

Integrity:

- Open and honest.
- Treats people fairly.
- Respects confidences.
- Adheres to legal obligations.

Self Management:

- Sets and strives to achieve high personal performance standards.
- Organised and uses a systematic approach to getting things done.
- Meets deadlines and delivers agreed objectives by prioritising and managing tasks through to completion.
- Manages time and resources effectively.
- Motivated, self reliant has drive and determination to succeed.

Teamwork:

- Motivates and inspires their team to perform and ensure goals are achieved.
- Supports, develops, coaches and encourages others.
- Trains and develops team to meet business needs.
- Demonstrates management and facilitation skills.
- Demonstrates a basic understanding of Human Resource management.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agree this Job Description, explaining the main duties of my job.

Signed: _____

(Job Holder)

Print Name: _____

Date: _____