

Job title		Floor Housekeeper	
Job purpose	To supervise the housekeeping operations in a specific area	SCQF Level	6
Core functions	Specific Characteristics	Attributes	
In their area of responsibility they should be able to; 1. Allocate staff and brief them on duties, relevant procedures and any variations to routines 2. Ensure staff are aware of the standard of behaviour acceptable to the organisation 3. Schedule housekeeping procedures 4. Collect and pass on feedback on the service from staff and customers 5. Keep records up to date 6. Manage, monitor and maintain the team rotas 7. Ensure resources are used effectively and efficiently 8. Liaise with others to manage maintenance and repair work in rooms 9. Ensure that the service and standards are maintained to the company's standards 10. Ensure health, safety, security and hygiene standards are maintained 11. Undertake responsibility for some training	Knowledge and understanding • Generalised knowledge of housekeeping • Work with a range of facts, ideas, materials, terminology, practices, techniques associated with housekeeping Practice; Applied K&U • Apply K&U in known, practical contexts • Use some basic, routine practices and materials in routine contexts which may have non-routine elements • Plan how skills will be used to address set situations and/or problems and adapt these as necessary Cognitive • Obtain, organise and use factual and theoretical information in problem-solving • Make generalisations and predictions • Draw conclusions and suggest solutions Communication, ICT and numeracy Use a range of skills for example; • Produce and respond to detailed and relatively complex written and oral communication in both familiar contexts and unfamiliar contexts • Select and use standard applications to process, obtain and combine information	They should be able to; • Work alone or with others with only very limited supervision that may mean they have to work autonomously at most times • Undertake first line supervision of others particularly in relation to established housekeeping teams performing routine activities • Apply a good grasp of the skills and knowledge needed in housekeeping • Take responsibility for solving basic day-to-day problems that arise • Use a range of standard communication, ICT and numeracy skills to handle information, some of which may be detailed or complex • Take on some limited management of the	

	• Use numerical and graphical data in routine contexts which may have some non-routine elements Autonomy, accountability and working with others • Take responsibility for carrying out a range of activities where the overall goal is clear, under non-directive supervision • Take some supervisory responsibility for the work of others and lead established teams in the implementation of routine work • Manage limited resources within defined and supervised areas of work • Take account of roles and responsibilities related to the tasks being carried out and take a significant role in the evaluation of work and the improvement of practices and processes	resources associated with work that has been allocated to them • Show awareness of the roles, responsibilities and requirements involved in carrying out work • Contribute to the evaluation and improvement of work practices and processes
Relevant qualifications prior to this level	▪ SVQ2 in Housekeeping at SCQF level 5; This qualification is assessed according to vocational competence and must be done in the workplace.	
Relevant qualifications to this occupational level	▪ SVQ3 in Hospitality Supervision and Leadership at SCQF level 7 This qualification is assessed according to vocational competence and must be done in the workplace. The units are at SCQF level 6 and 7 and cover all operational skills required.	
Apprenticeship available for this occupation	Modern Apprenticeship in Hospitality at SCQF level 6/7; this is based on the SVQ3 in Hospitality Supervision and Leadership plus core skills	
Development opportunities	• HNC in Hospitality • A broad knowledge based course usually delivered in college. • HNC Unit in Accommodation Servicing; on completion of this unit the candidate should be able to; demonstrate knowledge and understanding of the function and importance of accommodation provision and reasons for maintaining standards; and plan the provision of accommodation servicing. • Membership of a professional Association – UK Housekeepers Association / Range or length of industry experience	
Possible occupations to progress	Deputy or Assistant Head Housekeeper or Housekeeping supervisor	