

JOB DESCRIPTION

Job Title: HOUSEKEEPING SUPERVISOR

Job Reference : HKS04/21

Salary : £19,500 per annum

Hours : 37.5 hours per week

Direct Supervisory Responsibility for: Room Attendants

Indirect Supervisory Responsibility for:

Important Functional Relationships: With all Senior Management

Internal: Staff and guests

External: Contractors and members of the public

Reports to: Housekeeping Manager

POSITION SUMMARY:

To assist in the day to day running of a busy housekeeping department supporting the Housekeeping Manager and Deputy Manager, ensuring high levels of cleanliness throughout the hotel

Main Responsibilities / Key Accountabilities:

Checking rooms and making sure they are ready for arrivals on time, cleaning rooms when required, stock ordering and stock control, adhering to all health and safety rules, completing training on time when requested.

Planning and Organisation:

Organising and planning each team members daily job list

Decision Making and Use of Judgement:

Being able to use your own judgement and make decisions in the absence of the Manager.

Essential Internal and External Relationships:

This includes all other staff, guests and outside contractors.

Every single member of staff at Ufford Park is critical to helping us operate. We can employ up to 150 people in peak season. All of our team members enjoy exclusive benefits such as lunch/dinner whilst on shift, free parking, a staff reward scheme, use of the pool, gym and discounted rates for use in our spa, accommodation, dining and treatments, 28 days annual leave (inclusive of Bank Holidays) and membership to the Company Pension Scheme.

EMPLOYEE SPECIFICATION

POST TITLE: HOUSEKEEPING SUPERVISOR

DEPARTMENT: HOUSEKEEPING

	Essential (Insert below those skills, knowledge, education and experience that you have identified as essential)	Desirable (Insert below those skills, knowledge, education and experience that you have identified as preferred but not essential)	How Identified (Insert below how you will identify if they have these essential or preferred qualities)
SKILLS:	<p>Attention to Detail</p> <p>Positivity</p> <p>Ability to Work Under Pressure</p> <p>Self-Motivated</p> <p>Good Verbal skills</p> <p>Exceptional Customer-Service Skills</p> <p>Excellent time management</p> <p>Good organisational skills</p>	<p>Some training in housekeeping such as manual handling & COSHH training</p>	<p>Previous work experience</p> <p>References.</p> <p>Aptitude test</p>
EDUCATION / KNOWLEDGE:	<p>GCSE level</p>		
EXPERIENCE:	<p>Must have at least 1 years experience working as part of a housekeeping team</p>	<p>Experience at Supervisory level in hotel housekeeping preferred but not essential</p>	<p>Previous work experience and references.</p>