

Role Description

Role Title: Housekeeping Supervisor	Department: Operations
Reports to: General Manager	Responsible for 2-3 domestic staff, housekeeping volunteers and stock
Role Holder: Vacant	Date: August 2024

Role Responsibility

To lead a team of 3 to deliver excellent standards of cleanliness, hygiene and tidiness throughout the retreat centre in accordance with Minsteracres' aspiration for exceptional hospitality. To manage housekeeping and laundry areas efficiently and control costs. This role will involve working 5 days out of 7 flexibly, including routine week-end work and occasional requirement to live on-site over busy weekends.

Specific Responsibilities

Key Result Areas	% time spent
<p>1. To supervise and assist the team ensure standards of cleanliness, hygiene and tidiness in all bedrooms/corridors /function rooms /public areas are maintained at all times:</p> <p>a) to organise the rota for the team of part time assistants.</p> <p>b) to Implement the daily cleaning of assigned rooms, bathrooms, corridors and public areas to the highest standards, including the upkeep of vacant rooms.</p> <p>c) to replenish brochures and paper goods throughout the bedrooms/retreat centre.</p> <p>d) to maintain orderly and well stocked storerooms following COSHH regulations.</p>	60
<p>2. To ensure customer satisfaction is maintained by:</p> <p>a) Ensuring adequate supplies of guest laundry are available at all times.</p> <p>b) Resolving any guest problems or complaints when possible and ensuring management is kept informed.</p> <p>c) Ensuring guest property left behind is logged and stored in a secure location.</p> <p>d) Acting upon maintenance requests to comply with the retreat centre's established work procedures and quality standards.</p>	15
<p>3. To maintain standards of service in line with the standing of the retreat centre by:</p> <p>a) Managing a stock control and ordering system to ensure availability of stock and to keep costs to a minimum.</p> <p>b) Attending any appropriate off and on the job training courses.</p> <p>c) Wearing a clean and suitable uniform, shoes and name badge at all times.</p> <p>d) Implementing the retreat centre's hospitality policy, including responding politely to guests, community and colleagues at all times.</p>	10

<p>4. To ensure the department is operated efficiently and safely by:</p> <p>a) Immediately reporting and documenting any observed or known safety hazards, conditions or unsafe practices and procedures.</p> <p>b) following and where necessary updating work procedures.</p>	10
<p>5. Carry out any other duties as may be reasonably required by management.</p>	5

Person Specification—Core Competencies

All employees at Minsteracres are required to demonstrate the following core competencies:

Customer Care

Focusing on needs of Minsteracres Retreat Centre’s stakeholders in order to acknowledge, understand and work towards meeting their differing needs and exceeding expectations. These include resident community, retreatants, staff, visitors, clients, and members of the public.

Leadership

Inspiring confidence, commitment, motivation and passion in others by demonstrating responsibility, personal accountability, encouraging open communication, giving clear direction and promoting Minsteracres Retreat Centre values.

Personal development

Demonstrating self-awareness of strengths and limitations, acceptance of constructive feedback and a desire to improve. Actively developing skills and attributes of self and others through training and development.

Innovation

Proposing, contributing to and embracing improvements and innovations in work and practices.

Working together

Co-operating with others and contributing to a team. Demonstrating sensitivity to the needs of others and how their own actions impact on others.

Person Specification

Job Title: Housekeeping Manager

Criteria	Essential	Desirable
Qualifications	Relevant qualifications in hospitality and or hotel management	First aid, H&S, manual handling certificates
Relevant Experience	Minimum of 2 years in a housekeeping role with at least 2 years in a supervisory role.	Minimum of 1 year as a hotel housekeeper.
Skills and competencies	<ul style="list-style-type: none"> • Committed to providing exceptional customer service. • Good organisational skills • Ability to work on own initiative • Ability to work under pressure and resolve problems. • Excellent attention to detail. • Ability to motivate a team. • The role requires medium lifting and some step ladder work • Good written and spoken English. 	
Working pattern	This role will involve working <u>5 days out of 7 flexibly</u> and will include <u>routine week-end work</u> and occasionally living on site during busy week-ends.	
Personal qualities	A warm, enthusiastic and energetic personality with a genuine interest in people. You will have excellent interpersonal skills including negotiating, problem solving, team working and most importantly, a firm commitment to delivering exceptional customer care.	

Note:

Minsteracres Retreat Centre is a Christian organisation. Whilst this post does not hold a Genuine Occupational Requirement for the post holder to be a committed Christian, they must empathise with the Christian and other faiths.

The successful applicant will be required to apply for an Enhanced Disclosure from the Disclosure and De-Barring Service.