



Job Title: Housekeeping Team Member- Hotel and Conference Centre	Role Profile Number: OPN117
Grade: J	Date Prepared: 29/10/21
Directorate/Group: Operations	Reporting to: Head Housekeeper
Structure Chart attached:	No

Job Purpose

To assist the Head Housekeeper to ensure that Lydiard House Hotel and Conference Centre is cleaned to the highest levels of cleanliness and that consistent standards of presentation are achieved. The post holder will be driven by standards and be committed to the guest vision of the Hotel and Conference Centre

Key Accountabilities

- To clean and service bedrooms and all public areas to the highest standards
- To be aware of business needs and assist in the rostering of staff to meet demand
- Under direction of the Head Housekeeper ensure you act upon feedback from room audits and guest feedback
- To assist to maintain sufficient stock levels of housekeeping stock and cleaning materials and assist with the checking and ordering of laundry ensuring consistency of the product
- To ensure excellent levels of cleanliness are maintained and any maintenance issues are reported promptly
- To be aware of and comply with health & safety procedures
- To identify own training needs Supplementary Accountabilities
- To ensure all conference rooms are clean, tidy and to brand standard
- Follow and comply with all standard operating practices and brand standards

Supplementary Accountabilities

- To be flexible and be able to support the wider structure within the grading of this role

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Cleaning and Housekeeping in a Hospitality Setting
- Customer Service
- Working independently

Qualifications

- COSHH

Decision Making

- The completion of Housekeeping and Public Area Cleaning

Creativity and Innovation

- Ability to work alone
- Flexible across the 7 day week and able to work weekends and bank holidays

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • • NONE <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • • NONE 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Guests/General Publix

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	