



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Head Housekeeper Lydiard Hotel and Conference Centre	Role Profile Number: OPN114
Grade: M Salary:	Date Prepared: 29/10/21
Directorate/Group: Operations	Reporting to: Operational Lead- Hotel and Guest Experience
Structure Chart attached: Yes	No

Job Purpose

Our Head Housekeeper role is paramount to the future of our Hospitality Structure at Lydiard Park. The post holder will be the driver behind cleanliness, guest journey and brand standards at Lydiard Park. Our refurbished Hotel and Conference centre will need an individual who is passionate about room standards and is able to influence, lead, manage and inspire a team to deliver our guest journey vision.

Key Accountabilities

- Engage, train, lead and inspire the housekeeping team to have first class brand standards across the Hotel and Conference Centre
- Ensure clear lines of communication with the team and Operational Leads at all times to ensure the guest journey, brand standards and standard operating practices are adhered to or adapted based on guest feedback
- Attend planning meetings
- Ensure all staff are fully conversant with Health & Safety policies and procedures and attend relevant training
- Ensure that all Statutory Training Records are in place, maintained and reviewed on a regular basis
- Support and take responsibility for the welfare of pregnant employees, including carrying out pregnancy risk assessments
- Ensure all staff are trained in regards to standards and productivity requirements and that concerns are addressed and re-training completed if necessary
- Ensure all staff are trained and adhere to the lost property policy
- Take initial responsibility for managing and resolving any team member queries
- Evaluate performance of all team members under your direction, including conducting regular team member appraisals

- Positively represent the housekeeping department and company in daily operations meetings and any other meetings as required
- Ensure room audits are completed daily on the hotel rooms, public areas and conference centre and are not sold until you sign them on for sale
- Not be afraid to jump in and support with the cleaning of rooms, public areas and the conference centre
- Responsible for laundry costs and management under direction of Operational Lead. Ensure you network with the supplier and challenge and influence on the service level agreement

Supplementary Accountabilities

- To support in the procurement of Hotel Services and food services with guest choice at the forefront of decisions
- Be able to work unsociable hours across a 7 day week
- Ensure all Health and Safety tasks are managed and completed within the structure in compliance with current legislation.
- Flexible to work at different locations across the Structure
- Supervise team in the hotel and outlets when needed

Knowledge & Experience

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

- Housekeeping Management in a mid level hotel setting
- Wealth of knowledge on Hospitality and guest standards
- Health and Safety Knowledge

Qualifications

- GCSEs or equivalent educated

Decision Making

- The placement of labour to clean rooms and conference rooms
- Labour on the HK dept
- Laundry costs and management

Creativity and Innovation

- The delivery of brand standards and standard operating practices for a faultless guest journey
- Development of products and services- must be adaptable and flexible to the changing marketplace

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Housekeepers <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Cleaning rooms • Admin 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>REVIEWER</p>
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Contacts and Relationships

- Third Party Suppliers
- Guests/General Public

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