



Job Description

Job Title:	Housekeeping Manager
Accountable To:	Operations Manager
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

‘Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be’.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

To assist the Operations Manager in the effective running of the Housekeeping and Laundry Teams, ensuring complete guest satisfaction by maintaining an exceptional standard of cleanliness and ensuring housekeeping stock and equipment is maintained.



TEAM MANAGEMENT

1. Overall responsibility for the housekeeping team and sharing recruitment needs with HR and the Spa Operations Manager. Ensuring the team is adequately resourced at all times and the Assistant Housekeeping Manager provides support in managing weekly rotas according to an agreed template.
2. Assist in upholding the reputation of the business by ensuring high standards of cleanliness are maintained by the housekeeping team and liaise with the Assistant Housekeeping Manager regarding any concerns.
3. Monitor the performance of the housekeeping team, communicate regularly with them, perform their 1-2-1s and have weekly catch ups. Motivate the team to deliver the best possible standards throughout the property.
4. Assist the Spa Operations Manager in the setting of departmental targets and objectives and out forward ideas for reward and recognition.
5. Monitor team performance using key performance indicators and other tools, taking action to address any problems with HR support. Managing a housekeeping incentive scheme with the Spa Operations Manager to reward positive performance and ensure the housekeepers feel like an essential part of the business.
6. Act as a role model for the team, ensuring that they deliver the best possible service, leading by example and coaching individual team members to develop their skills and maximise performance.
7. Ensure there is good communication within the team, sharing ideas and problems and encouraging input in decision making.

HOUSEKEEPING

1. Carry out spot checks and inspections of guest areas to ensure we are providing the best possible experience for guests.
2. Pro-actively report any maintenance issues and follow up on their completion, making sure the facilities are in full working order for guests.
3. Monitor guest feedback, received by the Reception Manager and Spa Operations Manager, on cleanliness across the property and feedback to the housekeeping team any areas for improvement, as well as positive feedback received.
4. Use experience to identify and implement new ideas for service and products to maintain a competitive and leading edge.
5. Carry out stock takes, as required, and order any stock as per the set par levels.



6. Liaise with the Stock and Systems Controller to ensure all stock levels are set to the optimum requirement to service the needs of the business without holding unnecessary stock and share any requirements for new equipment.
7. Ensure all housekeeping equipment is used correctly and well looked after, through end of use cleaning and correct storage.
8. Have overall responsibility for the cleanliness of all public areas.
9. Oversee the laundering and ironing of venue linens, ensuring the events team have enough clean stock for upcoming events, that is neatly pressed.
10. Ensure spa changing rooms and facilities are checked through the day and a top up clean is carried out.
11. Provide holiday and sickness cover in housekeeping as required.

GENERAL REQUIREMENTS

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print): _____

Signed: _____ Date: _____



Person Specification

Job Title: Housekeeping Manager		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Health and safety awareness	Desirable	Application
First aid certificate	Desirable	Application
Proven Experience		
Experience of working in a Housekeeping environment	Essential	Application
Experience of providing a high standard of service to customers	Essential	Application/interview
Experience of supervising a team and getting the best from them	Desirable	Application/interview
Knowledge, Skills and Abilities		
Outstanding customer service skills	Essential	Interview
Knowledge of health and safety requirements	Desirable	Interview
Able to work as a motivated team member	Essential	Interview
Time management, able to achieve deadlines	Essential	Interview
Good verbal communication skills	Essential	Interview
Able to work on own initiative	Essential	Interview
Displays a caring and welcoming approach to guests	Essential	Interview
Willing to go the extra mile to make Moddershall Oaks a special place to be for guests	Essential	Interview



Able to identify and implement improvements in Housekeeping	Essential	Interview
Experience of Housekeeping supervision	Desirable	Interview
Sound knowledge of bar products and service	Desirable	Interview
Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work early mornings, weekends and bank holidays	Essential	Interview
Able to organise own transport to and from work	Essential	Interview