

## Job Description

**Job Title**                      **Head Housekeeper**  
**Reporting to**                **Guest Service Leader**

### Job Purpose

Responsible for coordinating the Housekeeping Team to guarantee that all guests receive a world class experience.

Ensure high cleaning standards, managing housekeeping days, and be an active support to the Operations Team Leader and Operations Manager to help them achieve the agreed goals of the organisation.

Make a significant contribution to managing a successful outdoor centre, including customer care, buildings oversight, staff management, business development and financial management.

### Responsibilities & Duties

1. Cleaning the site daily to the highest standard, in line with organisational procedures
2. Working independently but also leading a team to deliver excellent standards of cleaning within given timelines
3. Monitoring the completion of cleaning schedules by members of the team
4. Stock control of bedding, chemicals and other cleaning products on a weekly basis
5. Ensuring all COSHH information is up to date
6. Follow all relevant H&S policies
7. Designing task specific procedures for housekeeping training and ensuring consistent standards are achieved
8. Report on maintenance issues daily
9. Regularly reviewing customer feedback with the Guest Service Leader to seek out ways to improve customer experiences through housekeeping
10. Contributing to the continuous improvement of the Centre and its operations

PERSON SPECIFICATION	
ESSENTIAL	
<b>Experience and Knowledge</b>	Evidence of previous experience of housekeeping for a large site
	Evidence of knowledge of COSHH and H&S regulations
<b>Skills and Abilities</b>	Proven ability to directly supervising a small team
	Physically capable to undertake cleaning duties of bunk bed accommodation – ability to lift ~20kg load
	Show good attention to detail, especially under pressure
<b>Personal qualities</b>	Reliable and enthusiastic
	A positive, can-do attitude with a strong emphasis on the customer journey
	A strong work ethic with a desire to excel in a team environment
	Flexible to work shifts on a rota basis, including some weekends and Bank Holidays as business levels demand
DESIRABLE	
<b>Experience, skills and abilities</b>	Proven experience in recruiting, training and developing teams