

**EDGBASTON PARK HOTEL**  
AND CONFERENCE CENTRE

**J O B   D E S C R I P T I O N**

<b>JOB TITLE</b>	Assistant Housekeeping Manager
<b>DEPARTMENT</b>	Housekeeping
<b>RESPONSIBLE FOR WHICH OTHER POSTS</b>	Housekeeping Supervisors Housekeeping Team Members
<b>RESPONSIBLE TO</b>	Rooms Division Manager

**Job Summary**

Responsible for assisting with overseeing housekeeping operations across a multi-site environment to deliver an excellent guest and team experience.

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**Main Duties**

- Working with the Rooms Division Manager, contribute into the planning, implementation and monitoring of periodic cleaning schedules.
- Assist the Rooms Division Manager with the creation, implementation and review of SOPs and new working practices that improve business performance.
- Conduct audits and carry out spot-checks to review the levels of cleanliness and service delivery across the multi-unit environment, working with the Rooms Division Manager and housekeeping supervisory team to ensure that deficiencies identified are resolved promptly.
- Assist the Rooms Division Manager with team engagement initiatives.
- Working with the Rooms Division Manager, suggest ideas for the refurbishment and development of bedrooms and public areas and, where requested to do so, support with the project management.
- Ensure regular 121's and annual reviews are carried out with all team members.
- Pro-actively coach, train and development housekeeping team members.
- Participate in the recruitment and interviewing of staff for the Housekeeping department and ensure that induction plans are implemented for all new members of staff.
- Proactively and reactively, identify training requirements within the housekeeping department.
- Ensure that the housekeeping team maintain the highest levels of professional appearance, in line with the staff uniform standards.
- Ensure that staff conduct and performance issues are managed in line with the expectation of the business and agreed policies, escalating serious issues to the Rooms Division Manager as appropriate.
- Assist the Rooms Division Manager with ensuring that action plans are implemented in order to address customer feedback in a timely manner.

- Through pro-active supervision of the housekeeping team, ensure that the expected levels of cleanliness and service delivery are achieved across the multi-unit environment.
- In the absence of supervisors, take responsibility for checking guest bedrooms.
- Assist the Rooms Division Manager with the efficient scheduling of staff in the Housekeeping department in accordance with business requirements.
- Ensure that the correct process is followed by the housekeeping team in order to escalate room maintenance defects.
- Monitor and oversee the issuing of keys to all Housekeeping staff.
- Ensure that the implemented system is adhered to for the handling and control of all lost property.
- Assist with the processing of orders for housekeeping stock, and provide regular reports to the Rooms Division Manager in order to ensure that costs for these are in line with budgets.
- In the absence of the Rooms Division Manager, liaise directly with suppliers and promptly resolve issues.
- Assist the Rooms Division Manager with the tendering process for new suppliers for the hotel.
- Work with the Rooms Division Manager to ensure the effective implementation of a robust deep cleaning programme for all aspects of the department including blinds, curtains, bed covers, duvets, carpets, upholstery and furniture.
- Assist the Rooms Division Manager and Reception team with the allocation of bedrooms, specifically the usage of DDA accessible rooms by guests with need.
- Ensure that adequate stocks of all housekeeping chemicals and materials, linen and equipment are maintained in line with specified stock levels.
- Ensure that all housekeeping equipment is well maintained, reporting any defects to the Maintenance team and/or external supplier ensuring swift repair or replacement.
- Deputise for the Rooms Division Manager in their absence.
- Ensure rotas are completed in line with business levels and budgets and that any absences are covered.
- Work on special projects periodically, in line with objectives, in order to continuously develop the hotel.
- Undertake duty management duties and shifts, as required.
- To carry out any other duties commensurate as may be reasonably requested.

### **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

## **PERSON SPECIFICATION**

### **Experience**

- Significant Housekeeping experience in the hotel/leisure sector and in a senior capacity.
- Experience of delivering budgeted revenues and costs (desirable).

### **Knowledge, Skills and Abilities**

- Proficiency, at a basic level, with computers and computer programs, including the Microsoft Office package
- Strong leadership, interpersonal and communication skills
- Ability to coach, develop and train team members
- Committed to delivering high levels of customer service with proven results
- Ability to work under pressure
- Strong attention to detail
- Flexibility to respond to a range of different work situations
- Good working knowledge of Workplace, Health, Safety and Hygiene regulations
- A passion for delivering exceptional levels of guest service with evidence of proven results.
- Excellent Health and Safety awareness (desirable)
- Excellent knowledge and experience of working with COSHH & Manual Handling regulations (desirable)

### **Qualifications**

- GCSE Grade 4 (or equivalent) in maths and English
- Qualified First Aider or willingness to undertake the training