

**EDGBASTON PARK HOTEL**  
AND CONFERENCE CENTRE

**J O B   D E S C R I P T I O N**

<b>JOB TITLE</b>	Housekeeping Supervisor
<b>DEPARTMENT</b>	Housekeeping
<b>RESPONSIBLE TO</b>	Rooms Division Manager

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**Job Summary**

Under the guidance of the Rooms Division Manager, responsible for assigning and supervising the activities of Housekeeping Assistants, Public Area Cleaners and Linen Porters to ensure clean, attractive and well-maintained guest rooms, corridors, fire-exits, stairways and public areas. To report all matters which may affect the running of the Housekeeping operations to the relevant departments.

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**Main Duties**

- Prepare daily worksheets for Housekeeping team members as per rota, ensuring correct allocation of rooms and ensure rooms are prioritized as required.
- Supervise the work of the Housekeeping Assistants, Public Area Cleaners and Linen Porters and take immediate and suitable corrective action where a member of staff's work is below standard, including regular documented spot checks.
- Inspect guestrooms on a daily basis to ensure excellent standards and to check furnishings and equipment are clean and in good repair and that they are replaced or refurbished as required.
- Take charge of the department in the absence of the Rooms Division Manager.
- Act upon guest requests and special requirements where necessary to ensure guest satisfaction.
- Perform duties courteously and efficiently, accepting a degree of flexibility in work hours necessary to ensure uninterrupted service to hotel guests.
- Assist in authorising and maintaining records of rotas, payroll sheets, overtime, extra payments, absence and holidays.
- Check staffing levels on a weekly / daily basis to ensure the department is adequately staffed at all times, booking and cancelling casual staff where appropriate.
- Prepare purchase orders for stores etc and make recommendations for purchasing where applicable together with the Rooms Division Manager.
- Ensure that there are adequate supplies of linen, guest provisions and cleaning equipment.
- Check all vacant and occupied rooms daily to ensure they are presented to the standards of the hotel.
- Report and log any rooms which do not require service or have 'do not disturb' notices.

- Assist in all linen stock takes and ensure adequate linen levels.
- Report and log any maintenance defects found in the rooms and assigned areas.
- Check public area on a regular basis and inform Public Area Cleaners of any work to be done.
- Work in collaboration with other Housekeeping Supervisors, to ensure the smooth running of the department and communicate with each other and other team members to ensure a happy, well run department.
- Handle, follow up and communicate any comments or complaints, informing the relevant manager/HOD if the matter remains unresolved.
- Ensure good communication with all departments throughout the hotel.
- Report any suspicious persons seen in the building.
- Encourage a general awareness of Health and Safety in relation to all tasks and activities undertaken in the department, ensuring that all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others.
- Assist with staff training and new procedures as necessary.
- Attend any meetings or training sessions and courses as required.
- Carry out any other duties and show flexibility in hours commensurate with the grade of the post as many be reasonably request by the management team.

### **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer of 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 & safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

### **Person Specification**

#### **Experience**

- Background in hotels, conferences or a multi-site establishment within the hospitality industry.
- Previous Supervisor experience within a fast-paced professional environment, ideally in the hospitality industry.

#### **Knowledge and Skills**

- Ability to work on own initiative and under pressure.
- Strong organisation skills.

- Exceptional customer service skills.
- Basic IT skills including Microsoft Word, Excel and email.
- Energy, commitment and enthusiasm.
- Ability to work in a team.
- Health and Safety awareness.
- Knowledge of COSHH and manual handling experience (desirable).

**Qualifications**

- Good standard of general education
- Qualified First Aider (desirable)