

JOB DESCRIPTION

Job Title:	Housekeeping Manager
Department:	Accommodation
Group/Team:	Property and Accommodation
Responsible To:	Manager – Blue Peaks Lodge and Apartments
Responsible For: (Total number of staff)	5 – 20
Job Purpose:	To manage all housekeeping staff, ensuring staff satisfaction while maintaining the highest standards of housekeeping and laundry services for all guests and owners. You will oversee daily operations to ensure the delivery of excellent customer service across all levels of Blue Peaks accommodation to meet and exceed guest expectations. Additionally, you will assist the Blue Peaks Manager in achieving strategic and operational objectives within the housekeeping department.
Date last reviewed:	October 2024

SKYLINE VALUES



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



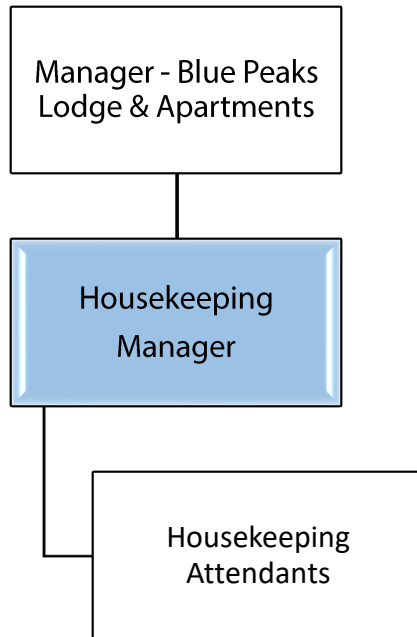
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed



Organisation Context



Key Relationships

External: <ul style="list-style-type: none">- As required, with Hotel Guests, Apartment Owners and the general public.
Internal: <ul style="list-style-type: none">- Skyline Group Manager Property and Accommodation- Skyline Property & Facilities Coordinator- Head Office personnel – specifically Finance, People & Capability and CX & Digital teams.



Key Result Area

Achievement of the position objectives will involve the following key accountabilities:

Provide the highest standard of guest service to Blue Peaks guests:

- To ensure appropriate staffing levels are maintained to provide the highest standard of customer service within budgeted guidelines.
- To address housekeeping needs of hotel guests including special requests promptly.
- To handle complaints efficiently.

Housekeeping staff management:

- To recruit new staff as appropriate to business demands, seasonality and budgeted guidelines.
- To comply with company policy relating to recruitment, induction and associated staffing matters.
- To implement a staff rostering system that minimises labour costs whilst ensuring sufficient staff numbers are on duty.
- To monitor staff performance and addressing employee questions or concerns by encouraging open communication and providing regular feedback.
- To develop training material for staff.
- To explain housekeeping policies such as uniform standards, break times and reporting channels.
- To provide on-the-job training for using equipment and handling cleaning tasks effectively.
- To schedule training sessions for cleaning procedures, safety protocols and customer service.
- To identify personal/skill development needs of staff.
- To monitor and reinforce excellence in guest service standards in the housekeeping department.
- To maintain high levels of staff satisfaction by providing a clear sense of direction, a leadership style that generates motivation, enthusiasm and commitment to the company's vision and objectives
- To ensure all staff personnel records remain up to date on an ongoing basis.

Quality Assurance and Compliance:

- To establish and enforce high cleanliness standards.
- To conduct joint inspections of rooms and document any issues as well as tracking progress.
- To prepare and execute the yearly spring-cleaning schedule and evaluate areas that deep cleaning.
- To schedule and supervise the day-to-day cleaning of hotel public areas and deep cleaning sessions.
- To conduct regular inspections to ensure compliance.



Strategic Planning and Budgeting:

- To develop long term strategies for efficient housekeeping operations.
- To create and manage budgets for cleaning supplies, equipment and labour.
- To procure cleaning supplies and maintain equipment including linen, toiletries and cleaning products.
- To keep an inventory of housekeeping supplies to optimise inventory turnover and minimise waste.
- To promote eco-friendly practices and optimise energy usage and waste reduction.

Administration Coordination and Collaboration:

- To ensure payroll is processed on schedule by maintaining accurate time records for all housekeeping staff to review and approve timesheets promptly.
- To monitor overtime hours and address any discrepancies.
- To collaborate with other hotel department managers to meet overall goals.
- To immediately advise the Blue Peaks Manager of any staffing issues that may result in disciplinary action.
- To identify and prioritise maintenance tasks by regularly communicating with the maintenance team.
- To share information about room issues promptly and coordinate efforts to resolve issues efficiently.

Health and Safety Compliance:

- To observe and practice safe work methods including handling of hazardous chemicals.
- To encourage other workers to work in a healthy and safe manner.
- To report or rectify any unsafe conditions or equipment.
- To comply with the Health & Safety policy statement and H&S policies and procedures.
- To report all incidents, work related injuries and near misses accurately and timely.
- To train staff on crisis management and evacuation procedures.

General:

- Any other duties which may be related to and consistent with the above job description as directed by the Blue Peaks Manager or nominee.
- Maintain a public image which is always compatible with the highest standards whilst on the premises or representing Skyline Enterprises in a work capacity.
- Ensure all aspects of the company's purpose and values are upheld.
- Ensure full confidentiality is always maintained.



Financial Responsibilities

Controls a budget **Yes**

Maximum that may be spent without reference to manager **\$1000**

Can spend unbudgeted capital **No**

Is responsible for committing the organization to long-term contracts **N**

Sign correspondence for company **No**

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable

Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
Housekeeping Management Experience (2+ years)	Strong communication and leadership skills
	Experience in managing inventory and budgets

Change to Job Description

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes. The job description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

I accept the job description for the position of Housekeeping Manager.

Employee Name

Date

Employee Signature

