

# ILT

## For Our Community

### Lead Room Attendant

#### WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.



**7 days a week, rostered**

## WHY THIS ROLE EXISTS

The purpose of this role is to maintain the smooth and efficient day to day operations of the housekeeping department, so as to ensure maximum guest comfort and satisfaction.

## WHAT YOU WILL DO

The role is required to ensure a high standard of cleanliness and upkeep in all areas designated as the responsibility of housekeeping whilst maintaining all standards of safety, security, hygiene and administration in conjunction with management.

## KEY OUTCOMES

- To set up the daily running of Housekeeping Department, preparing day sheets, and dealing with issues related to department,
- Direct and coach staff under your control in matters of cleaning standards and general performance
- Maintain correct levels of linen, cleaning utensils and general supplies necessary to service your area
- Undertake regular room inspections also arrange to have your own rooms inspected
- Ensure maintenance issues within your area are communicated through correct channels (with urgency) and that the rooms remain in a saleable condition where possible.
- Participate and actively support the introduction of revised cleaning schedules and accompanying products
- To effectively work with reception by carrying your phone and informing them of any changes to your rooms
- Champion, comply and promote health, safety and wellbeing within ILT
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training when required.

## YOU BRING TO THE ROLE

- A professional appearance with a positive attitude adaptability and flexibility
- Effective time management skills with the ability to retain immaculate attention to detail.
- Comprehensive knowledge of safety and hygiene practices and regulations
- In-depth knowledge of cleaning methods and operation of housekeeping equipment
- Proven commitment to providing a high standard of care and customer service when interacting with house guests
- History of being able to work independently towards task completion and achievement of quality standards
- Personal reputation as an individual of high ethical standards
- Community focused with a passion for people and the community