



THE ORIGINAL
CHAMPNEYS
HEALTH SPA

JOB DESCRIPTION

HOUSEKEEPING SUPERVISOR

REPORTS TO: Head of Housekeeping and Assistant Head Housekeeper

RESPONSIBLE FOR: Housekeeping Assistant team

Champneys is a destination health spa chain with resorts and day spas located in the English counties of Bedfordshire, Hertfordshire, Leicestershire and Hampshire.

The Housekeeping Supervisor is responsible for ensuring that the team of Housekeeping Assistants perform their duties to a consistently high level at all times and deliver a smooth operation within the department.

DUTIES AND RESPONSIBILITIES

1. Take responsibility for opening and closing the Housekeeping office at the beginning and end of the day.
2. Maintain all guest accommodation and public areas to the highest possible standard of cleanliness and presentation.
3. Perform and assist with all day to day housekeeping shift duties common to all Housekeeping Assistant staff (as detailed in the Housekeeping Assistant / Linen Porter job description) to ensure the smooth running of the department.
4. Supervise and ensure an efficient and effective laundry operation within the resort.
5. Ensure guest laundry is satisfactorily actioned and take responsibility along with the Assistant Head Housekeeper for the cleaning of soft furnishings.
6. Ensure that any areas of the resort or accommodation requiring maintenance are reported following the correct procedure and record any faults or damage to be repaired.
7. Deliver the highest standards of customer service at all times and meet all guest interactions and requests with friendly efficiency, politeness and courtesy.
8. Inspect accommodation (up to 75 rooms per day including stay-overs) and public areas cleaned by Housekeeping Assistant staff to ensure that Champneys exacting standards of hygiene and cleanliness are met and maintained at all times.

9. Ensure the cleanliness and organisation of storage cupboards around the resort.
10. Acquire and maintain a thorough and up to date knowledge of the Health Resort including its services, layout, procedures and services.
11. Be available to assist and greet all guests when required.
12. Communicate positively and effectively with all staff, colleagues and internal departments and work as a team in order to resolve issues efficiently.
13. Deputise for the Head of Housekeeping and the Assistant Head Housekeeper and ensure the department functions effectively in their absence, attending meetings in their place when required.
14. Assist with housekeeping staff recruitment, inductions, training, address and manage staff issues in the moment and escalate these to the Assistant Head Housekeeper and Head of Housekeeping as appropriate. Encourage and motivate the housekeeping team on a daily basis to complete all tasks to an exceptional quality.
15. Identify training needs and perform on the job training with Housekeeping Assistants as required ensuring basic job skills and knowledge amongst all team members. In consultation with housekeeping management deliver more structured training to the team to ensure continued development of knowledge.
16. Proficient use of the Fourth Hospitality People system; adding on joiners, updating leavers, ensuring rotas are completed to deadline and payroll information is communicated to relevant people or input into the system as appropriate. Also raise purchase orders as required in the absence of the Head of Housekeeping and Assistant Head Housekeeper.
17. Ensure own uniform and that of team members is worn correctly whilst on duty and is in a good condition.
18. Have a good working knowledge of health, safety and security and the specific resort procedures, reporting any hazards identified to management in a timely manner.
19. Remain fully conversant with the resort fire and evacuation procedures at all times.
20. Maintain efficient stocks and stock control procedures to ensure cost effective use of products and related housekeeping resources, working to budget. Assist the Head of Housekeeping and the Assistant Head Housekeeper with stock takes of linen, robes and other housekeeping items when required.
21. Retain and keep safe lost property, dealing with this as appropriate and ensuring it is returned to its owner when appropriate.

22. Any other housekeeping / laundry duties as may be required from time to time.

PERSON SPECIFICATION

Qualifications

- A certificate or Diploma in housekeeping would be desirable but not essential.

Experience

- Considerable experience working as Housekeeping Assistant or Supervisor with a background in a busy hotel or organisation operating in the leisure or hospitality industry, displaying exacting standards.
- Experience of supervising and leading a team of staff, leading by example and motivating staff to deliver.

Skills

- A composed demeanour with the ability to keep calm under pressure and solve problems and emergencies when they arise, making effective decisions.
- Supervisory skills gained from a previous role with responsibility for a team of staff.
- A team player who is prepared to assist colleagues and move from one activity to another as required.
- Exceptional customer service skills and the ability to work with discretion.
- Strong communication, interpersonal and presentation skills.
- A willing and positive manner.
- Organised with excellent attention to detail.
- PC skills and a good standard of general education.

Knowledge and Understanding

- Committed to delivering and improving standards.

Other requirements

- The ability to encourage and motivate staff.
- Flexibility to work shifts including evenings, weekends and public holidays subject to rota and a willingness to extend or change hours and days of work from time to time, subject to operational requirements.
- An enthusiasm for the role and for the hospitality and leisure industry in general.

BENEFITS

We offer industry competitive salaries and an attractive benefits package, which includes:

- Contracted 28 days / shifts annual holiday including bank holidays, which increases with service.
- Generous staff discount in the Champney's boutique and retail offer.
- Employee and family member discount for mid-week residential breaks at Champneys resorts.
- Complimentary staff spa facility day on successful completion of probationary period.
- Subsidised meals whilst on duty.
- Discounted Champneys Club Membership.
- Childcare voucher scheme.
- Participation in Wider Wallet shopping discount scheme.
- Option to join private healthcare scheme.
- Training and development opportunities.

Some restrictions or variations may apply depending on resort, role and length of service.

Our benefits package is subject to review from time to time.