

Job Description

Job title: Housekeeping Supervisor

Department: Housekeeping

Line management responsibilities: N/A

Reports to: Head of Housekeeping

Principal purpose of role	<ol style="list-style-type: none"> The Housekeeping Supervisor will assist the Head of Housekeeping (HoH) in the day to day running of the housekeeping department at the Mount Haven Hotel. Ensuring high standards are always maintained and procedures followed. The post holder will deputise for the HoH in their absence.
Area of responsibility/tasks	<p>General</p> <ul style="list-style-type: none"> To carry out all cleaning throughout the building including and not limited to public areas, guest bedrooms, bathrooms and external areas. To check the cleaning work of Housekeepers to ensure that agreed standards of cleanliness are maintained. To deputise in the absence of the HoH. To provide on-the-job training and coaching to Housekeepers and share best practice To monitor levels of stock, to order and replenish supplies as necessary To maintain high standards of refuse management, including the removal of all daily waste and recyclable resource To ensure the correct use and storage of chemicals To ensure all cleaning equipment is stored correctly, well-maintained and cleaned. To report general maintenance/action issues where required on a daily basis Supporting the HoH with recruitment and inductions in line with SAE policy.
Customer service	<ul style="list-style-type: none"> To provide a great service to all our external and internal customers. To be smart, polite and helpful at all times.

	<ul style="list-style-type: none"> • To be aware of all the activities offered across the wider company and be able to answer broader questions (or know who to ask).
Fire, Security and Health & Safety	<ul style="list-style-type: none"> • To work to safe working practices including COSHH regulations • Follow safe working practices. • Be aware of emergency and first aid procedures. • Be vigilant for hazards and report them. • Attend all necessary training courses.
Communication	<ul style="list-style-type: none"> • Ensure that you communicate with all SAE employees in a professional manner
Vision and values	<ul style="list-style-type: none"> • Understand, demonstrate, reinforce and promote the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives. • To be an ambassador for St Aubyn Estates at all times.
Other	<ul style="list-style-type: none"> • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision. • Have a can-do attitude