

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

HOUSEKEEPING MANAGER

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

THE
FIFE ARMS

BRAEMAR

Role Title – How I will be known Housekeeping Manager

Key Relationships – Who I will engage with

- I will directly report to Deputy General Manager
- I will indirectly report to the General Manager
- I will be responsible for leading and managing Housekeeping, Linen and Laundry Team.
- I will work with the Maintenance Manager to ensure all rooms are maintained to a high standard.
- I will work cohesively with the senior management team

Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged with our family, our community and hungry to participate in our ethos.

Outcomes – What success will look like for my role

1. The Housekeeping Team exceeds performance targets.
2. The Rooms Division Team exceeds performance targets.
3. Our guest experience is consistently exceeding their expectations.
4. The financial targets for the Hotel and the Division are achieved.
5. The Fife Arms achieves national and international recognition.

Key Tasks - How I will achieve the outcomes

General

I will take responsibility for the day to day housekeeping of the rooms and public areas as well as all laundry operations, including leading and managing: -

- Guest expectations, demand and delivery,
- Development and maintenance of key relationships,
- Recruitment, training and development of a great team,
- Implementation of strategy, policies, procedures and innovation,
- Adherence to Health & Safety and COSHH Policies and Procedures in respect of all Housekeeping and Laundry activity,
- Creation and implementation of Housekeeping policies and practices,
- Compilation and achievement of Housekeeping budgets.

Pre-Opening

- Attract, recruit and train a talented team capable of exceeding expectations.
- Compile Housekeeping & Laundry Opening Guidelines and Operating Standards & Procedures.
- Compile Policy & Procedures in respect of the wearing and laundering of all staff uniforms.
- Ensure effective ordering, distribution and amendments to uniforms.
- Support development and implementation of all IT tools.
- Develop and implement Housekeeping readiness plan for opening on time.

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

THE

FIFE ARMS

BRAEMAR

- Work on preventive maintenance program with the Maintenance Manager.
- Work with Front office on a VIP amenities programme.
- Set standards of cleaning and turn down.
- Write a deep clean schedule e.g. shampoo carpet / outdoor window cleaning / high level dust etc.

Open for Business

- Deliver and maintain the highest standards of housekeeping and cleanliness throughout the hotel.
- Oversee all Housekeeping activity to ensure functionality and safety.
- Ensure effective and efficient running of laundry.
- Deliver programme for maintenance of stock, issue and laundering of staff uniforms.
- Act as Duty Manager in accordance with Duty Management Rota.
- Ensure the effective application of Health and Safety and COSHH Policies.
- Lead, as well as manage, the Housekeeping Team by example, active coaching and mentoring.
- Take responsibility for the Housekeeping Budget and Management policies and practices, and in general support the General Manager to achieve the Hotel financial target.

SUMMARY OF SKILLS AND ATTRIBUTES – A TO Z – WHAT WE LOOK FOR IN YOU

General – Every Team Member

Communication & Interpersonal Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic & Personable
Natural flare for hospitality
Organisation Skills
Personable
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific – To the Role

Eye for detail
Exacting Standards
Financial Management
Knowledge of housekeeping, including ironing, sewing etc.
IT Skills
Leadership
Management Skills
Strategic Thinking

HIGHLANDS HOSPITALITY LTD

DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL