

Job Title – Housekeeping Supervisor

Location – Rydal Hall.

Salary – £12.00 per hour

Hours of Work – 37.5 hrs per week.

5 Day working week to include varied shifts weekends, evenings and days.

Reports to- General Manager



Background

Rydal Hall is a unique venue that is open to all regardless of faith and background, we welcome guests and visitors to all that we offer. We have a Hall with 30 bedrooms the majority of which are ensuite, various meeting rooms and quiet spaces and a bar to unwind in, listed well preserved gardens, Camping site with an unspoiled back to nature feel, Glamping, Self-catering cottages, a bunkhouse which sleeps 28 with great facilities for those groups who want to cater for themselves. The Tea Rooms which is open all year and often a stopping point for those who have come to visit Rydal or are passing through on the many walks. So, all in all it is a unique platform for us to engage with our visitors and guests to transform and raise a sense of conscious and awareness of Rydal.

Main Job Duties and Responsibilities

The Housekeeping Supervisor will lead our team of room attendants and ensure we provide excellent customer service. Housekeeping Supervisor responsibilities include organizing employee shifts, training and motivating team members and checking private and public areas for tidiness. You should have a good understanding of sanitation regulations and team management abilities. Ultimately, you will help ensure our daily housekeeping operations run smoothly and that guests are satisfied.

Responsibilities:

- Responsible staff rotas and allocating work duties to Team Members
- Perform routine inspections and spot checks of rooms / toilets / general areas/ self catering
- Undertake cleaning duties as required in the Hall, Self-Catering and Public areas.
- Report and follow up on any maintenance defects or other issues.
- Inspect, routinely, service areas, storerooms and corridors.
- Schedule and supervise deep cleaning and any other projects.
- Manage and train Housekeepers and other Team Members to ensure their performance is to the standards required.
- Efficiently manage stock control of cleaning supplies and the maintenance of equipment
- Liaise with the linen company ensuring we have adequate stock levels
- Provide excellent Guest service.
- Ensure the adherence of Hall standards at all times

To be successful in this role, you must possess the following qualifications, attitude, behaviours, skills, and values:

- Positive attitude & good communication skill
- Committed to delivering consistently high levels of quality standards of work and customer service.
- A successful track record of working with and managing a team would be preferred.
- Strong organizational and analytic skills and attention to detail
- Experience of managing people, ideally, using a coaching style to ensure consistently high standards on a weekly basis.
- Strong communication skills - A passion for delivering exceptional levels of guest service.
- Proficiency with computers and computer programs, including Microsoft Office

Skills and Experience (Desirable)

- Previous Housekeeping experience.
- Previous experience of Epos and Guestline booking system.