Housekeeping Team Leader

2 x 30 Hour positions available

Hours: 9am-3pm (5 days out of 7 including weekends)

About us

We have 2 exciting opportunities to be part of a growing team at Nottingham Venues supporting the following properties:

Set in 330 acres of the University of Nottingham’s landscaped parkland, The Orchard Hotel is a stylish, award winning, eco-friendly hotel. With 202 bedrooms, a variety of meeting rooms, brasserie restaurant, bar and terrace.

Set within 65 acres of lakeside grounds, close to Nottingham City Centre – Jubilee Hotel and Conference Centre offers an innovative setting for events, along with all the comforts of a modern hotel.

Here contemporary interiors, natural décor, and light-filled spaces combine across 8 versatile and modern event suites with space for up to 250 guests and bustling Café Spokes.

Main purpose of the role?

As Housekeeping Team Leader, you will support the Head Housekeeper in delegating tasks, motivating the team, identifying training needs and assisting in their on-going personal development. This also includes deputising in the absence of a manager.

You will handle all guest needs, enquiries, lost property enquiries, requests, and complaints where appropriate in a prompt and efficient manner.

As a team leader you will conduct daily bedroom inspections alongside other housekeeping areas within the property. You will ensure that service cupboards are stocked as required and assist with the counting and logging of laundry and raising collection sheets for the laundry company.

The ideal Candidate

The ideal candidate will have previous experience as a team leader/supervisor in a guest facing role within the hospitality industry and the ability to become a brand advocate for the business. You will also have:

- A keen eye for detail and ambitious standards of cleanliness and service
- A can-do attitude, being warm, generous, and intuitive with both colleagues and guests
- Exceptional communication skills
- The ability to effectively lead and motivate a team
- A desire to develop both personally and the team
Benefits

As a reward for your hard work and to help you look after your health and wellbeing, make the most of your finances and enjoy your leisure time, here are some of the great benefits we offer:

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day holiday for each years’ service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualifications
- Employee wellbeing support via our Employee Assistance programme
- Discounted rates for both yourself and family and friends in our hotels and restaurant
- Discounted membership at the University sports facilities
- Access to a range of retail, technology, and holiday discounts through the Nottingham Venues discounts platform
- Cycle to work benefit scheme
- Employee recognition including long service awards and monthly “Top of the tree” event
- Opportunity to earn additional payment by being a member of various employee committees
- Full uniform provided
- £250 recommend a friend incentive

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it’s used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So we’ve updated our Privacy Policy to reflect how we collect, protect and handle your personal information.