

Senior Housekeeping Supervisor

About us

We have an exciting opportunity that offer plenty of scope to develop a successful career in hospitality supporting the following three **Nottingham Venues** properties:

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

East Midlands Conference Centre has recently completed a £2.1m refurbishment, sited adjacent to the Orchard Hotel, providing events for up to 1000 delegates.

Set within 65 acres of lakeside grounds, close to Nottingham city centre, **The Jubilee Hotel and Conferences** offers an innovative setting for events, along with all the comforts of a 100-bedroom modern hotel.

For more information, please visit Nottinghamvenues.com

Main purpose of the Role:

As senior housekeeping supervisor, you will support the housekeeping management to ensure that standards are met.

Your duties will include:

- Responsibility for distributing room attendants work lists each day, ensuring smooth and efficient running of the department.
- Conducting daily inspection of all guests' rooms ensuring high standards of hygiene and cleanliness including scheduling and supervising deep cleaning rotas.
- Maintaining complete knowledge of correct maintenance procedures/ requirements of equipment.
- Assisting the Executive Housekeeper with ordering supplies, rotas, discussing individual training needs within the department implementing coaching and training.

The ideal Candidate:

The ideal candidate will ideally have previous supervisory experience in a guest facing role within the hospitality industry and the ability to become a brand advocate for the business. You will have a minimum of a years' experience within housekeeping, the ability to work under pressure and have a positive, flexible attitude to work.

To be successful in this role, you will have an eye for detail and be meticulous in your work, leading by example and the ability to engage and motivate your team.

You will also have:

- Organisation skills to successfully delegate tasks and areas for the housekeeping department to work on and prioritise. Organisation skills are also valuable for monitoring cleaning progress and the use of cleaning supplies.
- The ability to multitask is essential as the role requires completing a number of different tasks simultaneously. For example, housekeeping supervisors work on meeting cleanliness standards themselves whilst also delegating tasks and overseeing other members of staff.
- Leadership and delegation skills to effectively assign tasks to the team and arranging relevant training.
- The ability to manage cleaning schedules and efficiently delegate tasks and manage time.
- Strong communication skills to ensure the wider team are engaged and are aware of standards of cleaning need to be adhered to at all times.
- The ability to communicate with guests around issues or complaints.
- The desire to develop both your team and personally

Benefits:

- 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.