

ABC LEISURE GROUP LTD

JOB DESCRIPTION

Job Title: Housekeeper

Reports to: Marina Manager

Who reports to: Regional Director

Number of subordinate staff : Various

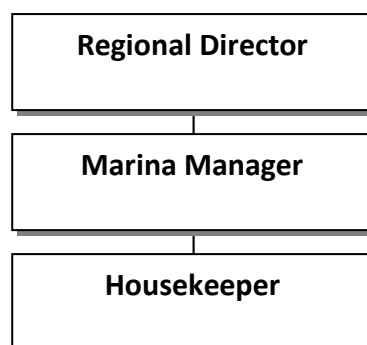
This is intended as a general indication of the main responsibilities of the job and does not include detailed instructions as to how the tasks are undertaken.

JOB PURPOSE

To ensure that the housekeeping function is undertaken efficiently and effectively in support of the marina and hire fleet operations, and to process the administration relating to these.

To supervise the housekeeping staff and ensure quality standards of cleaning are maintained for hirefleet, offices and other site facilities.

ORGANISATION CHART



NATURE AND SCOPE

ABC Leisure Group Ltd are leading operators of marina facilities and a narrow boat hire fleet. The housekeeper's role is to organise, carry out and support these operations at the marina by maintaining an efficient housekeeping service.

MAIN ACCOUNTABILITIES

- 1 Selection and supervision of housekeeping employees. Preparation and supervision of cleaning rotas.
- 2 Planning, organising and checking the cleaning of the base facilities and preparation of the fleet for hire.
- 3 Liaison with the reception and engineering team to ensure boats are ready for handovers at the agreed times.
- 4 Organise and coordinate the domestic hand over of boats to hirers.
- 5 Responsible for the safety and welfare of all housekeeping staff.
- 6 Responsible for providing information to HR/Payroll or the Base Administrator to enable the payment of casual cleaners.
- 7 Ensure that requirements under Health & Safety and COSHH for housekeeping and housekeeping staff are implemented and maintained
- 8 Maintain records of inventory, requirements, stock levels, deliveries and carry out stocktaking as directed.
- 9 Ensure agreed quality standards of cleaning are maintained for hirefleet, offices and other site facilities.
- 10 Organise operation of laundry facilities or outsourced laundry.
- 11 Carry out annual winter deep clean and other cleaning duties as required.
- 12 Undertake any other duties, within the scope of the job, as directed by line manager.
- 13 Management to maintain the efficient working of the business.

EMPLOYEE SPECIFICATION

- Good supervisory skills.
- The ability to plan and organise and communicate.
- Good interpersonal and verbal communication skills with the ability to deal with customers and staff both on the telephone and face to face.
- Well organised and a good administrator able to maintain records legibly and accurately.
- Literate with the ability to communicate effectively in writing when required.
- Numerate with the ability to provide accurate information and keep accurate records.
- Prepared to work flexibly as part of a small team including weekend and public holiday working.
- The ability to work methodically, to deadlines, and often under pressure.
- Organised and able to work on own initiative with minimal supervision.