



TITANIC HOTEL
BELFAST

JOB DESCRIPTION

Job Title:	Housekeeping Manager
Department:	Housekeeping
Reports to:	Deputy General Manager
Supervised:	Housekeeping Supervisors Housekeeping Team Members

JOB OVERVIEW

To manage the effective operation of the Housekeeping department, ensuring that all company standards of quality and cleanliness are maintained at all times whilst meeting the needs of the business.
Oversee and direct the day to day operation of Housekeeping Department.

DUTIES AND RESPONSIBILITIES

- Ensure that the housekeeping team are developed to deliver high level of standards
- Display a pro-active and innovative approach to skill development and enhancement in housekeeping team.
- Ensure communication procedures are effective and efficient on a day to day basis so that customer service standards are not compromised.
- Co-ordinate constructively with both reception and reservations so that the day to day operational requirements are successfully delivered.
- Accurately assess the needs of the business in terms of staffing etc – providing solutions to identify risks in line with trading levels.
- To ensure that a high standard of cleanliness is maintained and monitored throughout the hotel incorporating bedroom corridors and all public and back of house areas.
- To have a full understanding of the Hotsoft system enabling suitable control of all bed stock and guest movements.



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Financial Returns:

- Gain understanding of the departmental goals and financial targets.
- Effectively manage staffing costs by preparing efficient work schedules.
- Maintain adequate stock levels and complete stock takes as required.
- To support with initiative and commitment the overall objectives of the business in terms of revenues, costs and team work – whilst developing your personal competency levels.

People:

- To attend and contribute to all daily/weekly team meetings.
- To effectively administer and plan rotas, and holidays and ensure that the team is clocking in/out
- To be fully conversant with disciplinary procedures and all other relevant human resources practices e.g. sickness/absenteeism.
- To ensure each new member of the team receives a departmental induction within their first week and that they attend a company orientation within their first four weeks of employment.
- To carry out performance reviews/job chats as per the company system. 4 weeks, 3 months, 6 months reviews.
- Ensuring recruitment, training, development and staffing levels are as required, whilst demonstrating a management style that is both 'hands on' and strategic.
- Assist in the management of lost property for the hotel.
- Manage storage areas.
- Conducts shift briefings to ensure hotel activities and operational requirements are known.
- Establish and maintain strict security procedures within your department, especially areas relating to key control, bedroom access and vigilance of the team.
- Comply with hotel rules and regulations and provisions contained in the employment handbook.
- Comply with company grooming and uniform standards.
- Comply with timekeeping and attendance policies.
- Actively participate in training and development programmes and maximise opportunities for self development
- Comply with the company corporate code of conduct at all times.
- Familiarise yourself with our winning ways which link to the desired behaviours that we expect all our employees to display.
- Perform other tasks at the level of the role as directed by your line manager in pursuit of the achievement of business goals.
- Desire and ability to improve your knowledge and abilities through on-going training.
- Ability to work as part of a diverse team with colleagues from different viewpoints, cultures and countries.



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Guest Experience:

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs
- Maintain a high level of knowledge which will enhance the guest experience
- Demonstrate a service attitude that exceeds expectations
- Take appropriate action to resolve guest complaints
- Continuously analyse actual standards observed against department standards.
- Demonstrate a pro-active approach to delivering company and operational standards and actively challenge deviation.
- Continuously report pro-actively on risks and opportunities to the Deputy General Manager so that insight is created for team decision making.
- To be able to act with initiative, planning for the future and possible consequences. Being pro-active in getting things done and exceeding expectations of both guests and colleagues where possible.
- To develop interactive customer relations and to be aware of any possible future requirements. To relay such information and ideas to the Operations Manager / General Manager for the enhancement of customer expectation.
- To build a consensus and negotiate mutually beneficial solutions to problems.
- To carry out Duty Management duties and responsibilities when required.
- Perform room inspections to audit standards.
- Liaise with Front Office for guest and hotel requirements.
- Ensure guest laundry is processed and delivered in a timely manner.
- Co-ordinate special projects (e.g. site rooms, vermin control, window and carpet cleaning, room inventories).
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.
- Ensure known repeat guests, other VIP's receive special attention.

Responsible Business:

- Operate equipment using procedure learnt during training to company standards.
- Demonstrate a comprehensive understanding and awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Familiarise yourself with emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager.
- Pro-actively pursue all practices in-line with company environmental and energy saving initiatives.



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PERSONAL SPECIFICATIONS

Background / Experience

Essential: <ul style="list-style-type: none">▪ Basic numeracy and literacy skills▪ Cleaning experience▪ Willingness to learn company I clean system for role▪ Confident in dealing with people at all levels▪ Ability to work to operating standards▪ 3 Year's Previous experience of a management/supervisory role▪ Eligible to work in the UK	Desirable: <ul style="list-style-type: none">▪ Knowledge of COSHH and risk assessments▪ Basic Food Hygiene certificate▪ Health and Safety certificate▪ New Technology skills – i.e. Computer skills
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Works Collaboratively

Essential: <ul style="list-style-type: none">▪ Carry out instructions▪ Desire and ability to learn▪ Able to ask for help▪ Willingness to assist others within and outside of immediate department▪ Ability to communicate effectively▪ Show Integrity▪ Ability to Coach	Desirable:
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Drives Results

Essential: <ul style="list-style-type: none">▪ Ability to plan and prioritise▪ Ability to organise self▪ Ability to build rapport▪ Flexible & adaptable▪ Courtesy▪ Attention to detail	Desirable: <ul style="list-style-type: none">▪ Able to multi-task
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Passionate

Essential: <ul style="list-style-type: none">▪ Positive attitude	Desirable: <ul style="list-style-type: none">▪
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<ul style="list-style-type: none">▪ Ability to Work without constant Supervision▪ Ability to work under pressure	
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Thinks Ahead

<p>Essential:</p> <ul style="list-style-type: none">▪ Customer & Market Focused▪ Anticipate customer needs▪ Open to new ideas▪ Cultural Awareness▪ Willingness to learn about the Hotel/ Company standards /products and services	<p>Desirable:</p> <ul style="list-style-type: none">▪ Understanding of the Hotel Industry standards, policies and procedures▪ Understanding the internal and external customer needs
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