https://scullionhs.co.uk/job/room-attendant-2/

# Head Housekeeper

**Employment Type**
Full-time

**Job Location**
London

**Base Salary**
£ 10 - £ 14

**Date posted**
December 16, 2024

## Description

The Head Housekeeper leads and supervises the housekeeping team to ensure the highest standards of cleanliness, organization, and efficiency throughout the property. This role involves managing staff, maintaining inventory, enforcing cleanliness standards, and ensuring guest satisfaction. The ideal candidate has strong leadership skills, attention to detail, and a proactive approach to problem-solving.

## Responsibilities

- **Key Responsibilities:**
  1. **Leadership and Team Management:**
     - Supervise, train, and motivate housekeeping staff to meet performance standards.
     - Create work schedules and delegate tasks to ensure timely and thorough cleaning of guest rooms, public areas, and other property spaces.
     - Conduct regular team meetings to communicate updates, address issues, and provide feedback.
  2. **Operational Oversight:**
     - Inspect rooms and common areas to ensure they meet cleanliness and maintenance standards.
     - Develop and implement cleaning protocols and procedures to optimize efficiency.
     - Coordinate with maintenance and front-of-house teams to address issues promptly.
  3. **Inventory and Supplies Management:**
     - Monitor and manage housekeeping supplies, linen, and equipment inventory.
     - Order and replenish stock as needed while staying within budget constraints.
     - Ensure proper use and maintenance of cleaning equipment and materials.
  4. **Guest Satisfaction:**
     - Handle guest complaints or special requests related to housekeeping services professionally and efficiently.
     - Ensure all guest rooms and spaces are prepared to exceed expectations.
     - Promote a culture of attention to detail and hospitality excellence among the team.
  5. **Health, Safety, and Compliance:**
     - Ensure all cleaning and sanitation procedures comply with health and safety regulations.
     - Provide staff with training on the safe handling of cleaning chemicals and equipment.
     - Conduct regular audits to ensure compliance with company

and regulatory standards.

6. **Administrative Duties:**
    - Maintain accurate records of schedules, inventory, and cleaning checklists.
    - Report performance metrics and feedback to the management team.
    - Assist in recruiting and onboarding new housekeeping staff.

## Qualifications

- High school diploma or equivalent (required); a degree in hospitality management is a plus.
- Proven experience as a Head Housekeeper, Housekeeping Supervisor, or similar role in the hospitality industry.
- Strong leadership and organizational skills.
- Excellent communication and interpersonal abilities.
- Proficiency in inventory management and basic computer skills.
- Knowledge of health and safety regulations.
- Ability to manage multiple priorities and work under pressure.

## Job Benefits

**Benefits:**

- Competitive salary.
- On-the-job training.
- Opportunities for career growth within the hospitality industry.
- Staff discounts and perks.