

**GOODWOOD**

**The Role**

The **Housekeeping Supervisor** will be part of the Housekeeping team at the Hotel and report to the Housekeeping Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

Responsible for allocating and supervising the activities of the wider housekeeping team to ensure clean, orderly, attractive and well maintained guest rooms and public areas.

**Key responsibilities**

* To prepare daily, weekly and monthly worksheets for the housekeeping team as per the department rota;
* To assist the Head Housekeeper by supervising the Room Attendants and Public Area Cleaners on a daily basis;
* To monitor Protel throughout the day for current room statuses;
* General administration duties including supporting with the rotas, payroll sheets, absence cover and staffing levels in the department
* To ensure there are adequate supplies including linen and cleaning equipment
* Daily checks of all rooms (vacant and occupied) and public areas to ensure they are supplied and presented to a high standard

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Meticulous attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Fluent in English
* Previous experience of working in a supervisory capacity in a housekeeping department in a quality establishment
* A working knowledge of using Microsoft Office including Word and Excel
* Meticulous attention to detail and a passion for maintaining high standards of cleanliness and presentation is an essential requirement

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |