



Head Housekeeper

Overall Job Purpose

The Head Housekeeper will be responsible for the overall operation of the Housekeeping and Laundry Departments, ensuring the cleanliness and serviceability of all Lensbury premises to include Clubhouse, Conference centre, Mews, Lockside, Laundry and all other public/guest areas within the grounds. All guests' needs are to be given priority.

Accountabilities

- Organise the daily allocation of duties to ensure the cleanliness of all the bedrooms, bathrooms, public rooms, sports and work areas. In order to meet these requirements, all areas must be checked on a daily basis.
- Supervise all Housekeeping and Laundry staff, ensuring that they are working efficiently and effectively, and are fully motivated. This will require regular staff development / training programmes and ensuring timely departmental meetings.
- Ensure completion of all staff administration, to include signing off weekly timesheets, rotas, absence reporting, target setting and PDR's. Ensure all new recruits are given a full induction and health and safety training.
- Liaise and control all Contractors relevant to the department such as Window Cleaners, Sanitary Contractors etc.
- Ensure the efficient operation of the Laundry department, ensuring that it is run cost effectively, and that guest laundry requirements are fully met
- Maintain the correct operation of stores, ensuring stock records are up to date.
- Prepare annual budgets, and thereafter ensure that all costs are closely monitored. Payment of invoices and certification of goods/services received to be undertaken in accordance with laid down procedures.
- Develop good working relationships with all staff and ensure a good standard of team work within the department.
- Ensure the department and Club is energy efficient to meet sustainability targets and work with colleagues to reduce energy costs and consumable waste across the Club.
- Maintain effective and clear communication with all departments within the Hotel at all times; to be able to respond efficiently to room changes, guest requests, late check outs etc.
- To hold regular departmental meetings to ensure effective communication amongst the team.
- Attend daily team briefings, and weekly Management Team meetings. Qualifications,

Skill and Experience

- Please note, previous experience within a similar role and within hospitality is essential.

To apply email Laura Mason with your CV and covering letter to laura.mason@lensbury.com