



POSITION DESCRIPTION Head Housekeeper

Position Title: Head Housekeeper
Location: Lake Hawea Holiday Park
Hours: 30 + Summer
20 Winter

Term:
Date of Construction: 06/09/2016

Key Relationships

Reports To: Manager
Supervises: Cleaning Staff

Purpose of Job

The purpose of this job is to have a person who is responsible for cleaning at the Lake Hawea Holiday Park to ensure that all cleaning duties are performed to their highest achievable standards in order to maintain (or preferably exceed) the Holiday Park/Resort Qualmark Star rating (as applicable)

The Lake Hawea Holiday Park is seasonal and it is very busy in the summer and quieter during the winter. During the summer you will be leading your cleaning team and during the quieter periods work independently. You will also be responsible for training staff and keeping the cleaning room and linen room highly organised and clean.

The other purpose of this role is to ensure Guests enjoy their stay and that the Guest expectations are achieved and to extend you into different roles in the park when needed such as reception.

This will require effective operational efficiency and on-going care for all Holiday Park assets together with a commitment to abide by all applicable regulations eg Occupational Health & Safety.

Competencies Required

- High level of organisation and time management skills
- Have good hygiene and good deportment
- Be able to physically be able to complete work
- Exceptional communication skills
- Friendly and enthusiastic manner with exceptional customer service skills
- Be able to use a computer
- Willingness to be accountable and accept responsibility
- Ability to organise, delegate and report

- Have great time management skills, be able to prioritise and ensure daily tasks are completed
- Great eye to detail
- Have a truly flexible attitude
- Good fun loving spirit that will add to the park environment
- Be Honest, reliable and trustworthy
- Ability to work in a team and independently
- Knowledge of the surrounding area
- Willingness to learn and extend and go with change

Education/Experience Preferred

- Tourism/Hospitality Experience
- Exceptional Customer Service
- Office Experience an advantage
- Computer literate in Microsoft Office products (Word, OneNote, excel)
- First Aid Certification
- Experience with Managing Staff
- Experience with OH&S

Hours

Cleaning hours are predominantly from 10.00 – 2.00 pm daily so depending on whether this position is part time or full time will depend on the hours of work.

Job Roles and Tasks Involved

General

- Report to management daily
- Order linen and regular cleaning products
- Review existing cleaning product, methods, prices, new products quarterly with Manager
- Prepare budget for cleaning items
- Be responsible and accountable for OH&S in the cleaning department
- With the Manager hire casual cleaning staff when required
- Ensure weekly, monthly, quarterly cleaning schedules are completed
- Carry out random spot checks with the Manager

Presentation

- To present all cleaning staff in a clean and tidy manner at all times

Cleaning

- Ensure all cleaning staff know how to use the products, methods of cleaning, equipment and chemical safety.
- Ensure cleaners adhere strictly to the checklists for cleaning units/ablutions etc
- Ensure all staff adhere to the practices under the Occupational Safety and Health regulations
- Ensure all units are cleaned as soon as possible after the occupant departs making them ready for inspection and occupancy by incoming guests the same afternoon
- Each unit is inspected thoroughly after each clean to ensure no tasks are left undone or poorly carried out and that all unit inventories are complete.

- Ensure all units are cleaned to the highest standards and in the time frame required.
- Ensure all storerooms, cleaners baskets, cleaner cart etc are kept clean and well organised and in good work order
- Ensure equipment and supplies are well organised.

Staff Training & Management

- Ensure sufficient cleaning staff are rostered on each day
- Provide adequate and appropriate training for staff
- Create and maintain good working relationships
- Effective staff supervision
- Hold and attend regular staff meetings

Stock Control

- Ensure that stock is stored effectively
- Ensure adequate records of cleaning chemicals, equipment, crockery, cutlery and linen etc are maintained at all times

Planning and Reporting

- Prepare comprehensive forward cleaning and maintenance plans for all units
- Prepare report for Manager

Holiday Park/Resort Guest Experience

- Inform guests and visitors about the available services in the Lake Hawea Holiday Park
- Effective handling of verbal comments and complaints
- Manage an effective lost property service
- Keep up-to-date information available to guests

Reception:

- Front office Reception
- Must be able to follow the operation procedures for serving guests and making bookings
- Maintain a high standard of personal presentation
- Processing telephone & email enquiries
- Handle guest reservations and enquiries
- Attend guest arrivals and departures
- Advise and sell local attractions
- Be proficient at using the computer reservation system (training provided)
- Calculate and collect Guests accounts accurately
- Assist with events and functions and marketing
- Laundry and Housekeeping duties

Conditions of Employment:

You will be paid for hours worked. Accurate **timesheets** must be kept accordingly. Regular breaks must be taken in accordance with your employment agreement. Any overtime is to be approved by the owners prior to it been taken. Overtime is to be accrued during the busy summer periods and used during the quieter periods (winter months) – Flexi time.

Physical and Social Environment:

The role is predominantly based indoors in an office environment. However, there will be times when you will be working outside eg. Gardening, with groups, events, guest relations and staff training.

I acknowledge that I have read and understood the requirements of this job description and accept that this may not be a complete list of duties and may be subject to change at any stage.

Signed by Employee

Date:

