

JOB DESCRIPTION

Position	Housekeeping Supervisor
Department	Hotel Give
Based at	Hotel Give, 12 Hereford Street
Reports to	Housekeeping Leader
Direct Reports	Housekeeping Team Leaders
Works with (internal)	Housekeepers Reception Manager and Receptionists Hotel & Hospitality Executive Assistant Front of House & Events Supervisor Maintenance Manager Youth Departments Elevate Fitness Team
Works with (external)	Guests, members, programme participants and facility users Contractors and suppliers
Hours	Hotel Give is a 365/24/7 business; the housekeeping supervisor must be prepared to work shifts, including weekends and public holidays as required by the roster.
Mission	Making a positive difference every day
Job Purpose	To assist the housekeeping leader in all tasks and duties and to lead the housekeeping team, performing high quality cleaning services across the Hotel Give site in order to provide a safe and welcoming environment to guests and staff. To supervise and direct the Hotel Give housekeeping team to ensure a high level of service to external and internal customers in a manner which reflects The Kind Foundation core values.

Overview of Hotel Give

Hotel Give is owned and operated by The Kind Foundation. It is located in central Christchurch and is open to a wide range of guests, including family, community and school groups. Fully refurbished in 2021, and boasting a range of accommodation options including self-contained apartments, executive studios, deluxe ensuite rooms, classic single or double rooms, and dormitory rooms. Conference and function facilities are also provided.

Hotel Give is a social enterprise that is expected to generate income to support other The Kind Foundation programmes and services.

Responsibilities and Accountabilities

To assist the Housekeeping Leader with the following:

- Providing support and direction to the housekeeping team, to ensure that the needs of customers are met in a flexible way and to a high standard
- To ensure the cleaning and preparation of guest rooms and public areas to the service standard
- Ensuring hygiene, health and safety, and food safety requirements are met, documented and continuously improved.
- Managing linen requirements.
- Reporting any maintenance, repair or replacement issues to the Maintenance Manager and Hotel Management, and following up to ensure issues are rectified.
- The achievement of a high level of customer satisfaction by proactively seeking feedback from customers and building that feedback into service planning and delivery.
- The prompt and effective response to customer enquiries, requests and complaints
- Supervising the housekeeping team to ensure that the team functions effectively and that the team members are motivated, involved in the business, and committed to The Kind Foundation core values.
- Identifying the training needs of staff and on job training delivered.
- Liaising with reception with regard to daily room status and ensuring the correct and most efficient allocation of rooms.
- The maintenance of all appropriate records and documentation relating to the service.
- Performing housekeeping duties, in this hands-on role, leading the team on the floor when required/rostered.

The Housekeeping Supervisor is in charge of the housekeeping department in the absence of the Housekeeping Leader.

Key Competencies

- Experience leading a team in a similar role in the accommodation industry
- Ability to communicate with a diverse range of people
- Proven ability to deliver 10/10 customer experience at all times
- Understanding of Health and Safety legislation and requirements
- Ability to work within the principles of the Treaty of Waitangi and The Kind Foundation core values

Personal Attributes

- Collaborative team player
- Positive attitude
- Professional and well presented
- Strong communicator
- Ability to work under pressure and to a deadline
- Lead by example at all times, be a good motivator, inspirational and focused
- Empathy and understanding of The Kind Foundation and its community focus

Other Requirements

- Legal right to work in New Zealand
- Clean Police Record

The Kind Foundation Statement on Child Protection

The Kind Foundation is committed to providing a Child Safe environment for all children who come into contact with us.

The Kind Foundation Statement on Career Development

- The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to. This could be within the department they work or more broadly to other The Kind Foundation departments.
- Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.
- A leadership development programme for those in leadership roles or with leadership potential is available via application to the CEO, upon invitation.

Employee Signature

Date