

## Housekeeping Supervisor

- Location:** Ibis City Centre, 100 Castle Street Belfast, BT1 1HP
- Department:** Housekeeping
- Reports to:** General Manager / Head Housekeeper / Manager on Duty
- Hours of Work:** 40 hours per week
- Rate of Pay:** £9.00 per hour

### Job Overview

To inspect all guest rooms and ensure the cleanliness of rooms and common areas are maintained and ensuring maximum guest satisfaction and adhering to the standard required by our Hotel.

To supervise Housekeeping Staff and inspect guest rooms and surrounding service areas. Paying attention to details by keeping the standard of room cleanliness and product maintenance adhering to the standard required by our Hotel.

You direct, supervise, co-ordinate and control the work of the staff responsible for cleaning and maintaining the facility. You check the cleanliness of the rooms and common areas (corridors, stairs...), their layout and maintenance of the installations and furniture.

You manage the stocks of products and supplies necessary for the activity of the team. You can take care of the purchases of products and materials.

You train the Housekeeping staff according to your level of responsibility. You can recruit, manage personnel and budget management.

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### Duties and Responsibilities

#### Financial Returns

- Maintain proper inventory levels, managing costs per room for supplies and labour (example: bed and bath linen re-use and laundry operation)

#### People:

- Manage day-to-day staffing requirements, plan and assign work, and establish performance and development goals for employees. Provide mentoring, coaching and regular feedback to help manage conflict and improve employee performance
- Educate and train all employees in compliance with governmental and safety regulations. Ensure staff are properly trained and have the tools and equipment to carry out job duties
- Promote teamwork and quality service through daily communication and co-ordination with other department heads
- May assist with deep cleaning projects and/or assist housekeeping staff during high-volume periods

- Work with the management team to help drive improvements in team member engagement that are aligned to the service philosophy

#### Guest Experience:

- Inspect all assigned bedrooms and public areas to ensure furnishings, guest rooms, equipment, linens, and public areas are clean and in good repair to meet guest satisfaction. Advise employees of deficiencies and instruct on corrective action. Provide adequate re-training as needed
- Routinely perform all housekeeping duties necessary including making beds, and vacuuming and cleaning guest bedrooms to ensure guest satisfaction
- Respond to guest complaints, special requests and ensure corrective action is taken to achieve complete guest satisfaction
- Carry out all special needs and requests of the guests, VIPs and repeat guests
- Ensure rooms are 100% clean and properly prepared so our guests are comfortable, can work and rest

#### Responsible Business:

- Maintain and order supplies and equipment in a timely and efficient manner while minimising waste and maintaining “green” initiatives (example: container recycling and cleaning agents)
- Carry out procedures in relation to security of lost and found items
- Perform other duties as assigned

#### Hygiene / Personal Safety / Environment:

- A smart and professional appearance
- Be fully conversant and comply with health, safety, fire, evacuation and security regulations and procedures of the Hotel
- Always operate in a clean and hygienic manner maintaining a good standard of personal hygiene and appearance, as well as having a pleasant disposition
- Report for work on time and in the correct uniform

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#### Accountability

Typically manages a small number of housekeeping employees. Will be required to work some evening and weekend shifts

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## **Qualifications and requirements**

### **Essential:**

- Experience within a Housekeeping Supervisor Role
  - Good Communication and Organisational Skills
  - Proven experience of Supervising others
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### **Desirable:**

- Experience within the Hospitality Industry
  - First Aid Certificate
  - Fire & Safety Courses
  - Manual Handling Certificate
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### **Accor Employee Benefits:**

30% Discount on Accommodation  
Vouchers

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### **Andras Hotels Employee Benefits:**

Andras Academy – progression opportunities within the Andras Hotels Group  
Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food  
Holiday Entitlement  
Work for globally renowned Hotel Brands  
Continuous Job Vacancies throughout the Group  
Uniform  
Staff meals while on duty

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job