

## Bishops House Job Description: Head Housekeeper

**Job Title:** Hospitality Supervisor

**Reports to:** The Warden

**Brief Outline of the Job:** To lead on all aspects of housekeeping and meal service which will result in an excellent guest experience, and the efficient running of the retreat centre at Bishop's House, Iona. As part of a small, dynamic staff team, you will be expected to work flexibly and, at times, to work unsocial hours. A warm and welcoming attitude towards our guests is essential, as is the ability to inspire a similar attitude in all team members.

**Staff Responsibilities & Skills:** You will be responsible for the day-to-day supervision of a small team comprising two general assistants and one volunteer, undertaking the wide range of housekeeping tasks and meal service/basic meal prep. necessary to keep Bishop's House looking at its best. All staff are responsible for playing their part in maintaining a positive, professional and effective working and living environment for all team members. You will need to work well under pressure and have good organisational and delegation skills, and an eye for detail.

**Job Purpose:** To oversee and deliver housekeeping and hospitality services, maintaining a high level of hygiene, and contributing to the smooth and efficient running of Bishop's House retreat house. To carry out work in accordance with Christian ethos of the House, and to ensure guests feel well-cared for, and have an enjoyable stay.

**Experience:** Ideally you will have at least two years' experience leading a team in a housekeeping/hospitality environment, or be able to demonstrate these skills in other roles. You must be able to demonstrate experience in cleaning professionally and to a high standard, and in meeting deadlines, ideally in a hospitality environment.

### **Responsibilities:**

1. Ensure high standards of cleanliness and presentation are maintained through organising daily, weekly and less frequent cleaning tasks, allocating the team effectively to required (prioritised) tasks, and monitoring the standard of cleaning.
2. Oversee meal service in the dining room and provide occasional support to the kitchen team.
3. Ensure a healthy and safe environment for guests and all the team, and comply with health & safety policy and any relevant legislation (eg COSHH, manual handling).
4. Carry out an induction and basic training for the housekeeping team, with the support of the Warden.
5. Lead on change-over days, so as to ensure vacated rooms are cleaned promptly and thoroughly, beds are changed ready for their next guest, and linen is laundered, repaired and replaced as required.
6. Ensure housekeeping equipment is used safely and kept in good order. (Ensure that as a team, any maintenance issues or equipment failings are promptly report to the Warden or Assistant Warden.)
7. Monitor and control the use of consumables, and order stock, whilst keeping within agreed budgets.
8. Provide occasional on-call cover to guests, when mutually agreed.
9. Participate in preparing/serving/clearing meals to guests (some basic food preparation may be required, and occasional support to the chef re. deliveries).
10. Participate in staff meetings and training, as and when necessary.
11. Welcome and assist guests to rooms, as and when required.
12. Provide first aid assistance to staff and guests as and when necessary if (and only if) qualified to do so.

13. In absence of the Warden and Assistant Warden, deal with any enquiries and/or issues raised by a team member or guests.
14. In the absence of the Warden, undertake sacristan duties (setting up and clearing up after communion) and be the point of contact for visiting Chaplains.
15. Respect the Christian ethos of the House and consider the comfort of guests and other team members, at all times.
16. Carry out any other duties that may be reasonably asked of you, as and when required.