



Competency Based POSITION DESCRIPTION

POSITION TITLE	HOUSEKEEPING SUPERVISOR
AGENCY	WEST BEACH TRUST
DIVISION	ACCOMMODATION
CLASSIFICATION	LEVEL 4 CUSTOMER SERVICE STREAM
REPORTS TO	HOUSEKEEPING MANAGER
RESPONSIBLE FOR	HOUSEKEEPERS

PURPOSE

To lead teams and participate in cleaning of accommodation facilities at the Caravan Park or Resort to agreed standards to support the pleasurable and memorable experience for users.

KEY RESULT AREAS

1. PLANNING AND ORGANISING	
Critical Tasks	<p>Co-ordinates cleaning programs and schedules and undertakes cleaning duties as required, including:</p> <ul style="list-style-type: none"> ▪ Assists in setting standards for the cleaning standards to meet industry, regulatory standards, guest needs and expectations ▪ Assists in developing proactive cleaning programs and plans; ▪ Assists in estimating staffing, materials and equipment needed daily, weekly or monthly; ▪ Orders materials and equipment within approval limits and budgets; ▪ Coordinates and carry's out the programs and plans; ▪ Ensures all equipment is maintained and used appropriately; <p>Ensures all tasks are implemented in accordance with procedures, policies and OH&S requirements.</p>
Measures	<ul style="list-style-type: none"> ▪ Standards are met ▪ Cleaning completed within expected time frame ▪ Sufficient materials supplied and budget maintained.

2. QUALITY CONTROL	
Critical Tasks	<p>Maintains cleaning standards and assists in designing and maintaining quality/control and continuous improvement systems including:</p> <ul style="list-style-type: none"> ▪ Assists in documenting goals, policies, performance standards, risks, procedures and work instructions; ▪ Supports reviewing of the system to meet changing standards, needs and expectations; ▪ Trains employees and others to ensure system compliance;
Measures	<ul style="list-style-type: none"> ▪ Effectively interprets needs to develop action plans and recommendations ▪ Employees carrying out duties in compliance with systems.
3. LEADERSHIP	
Critical Tasks	<ul style="list-style-type: none"> ▪ Provides leadership to instil purpose, pride and commitment for accommodation cleaning staff for quality, teamwork and continuous performance improvement; ▪ Assists in performance managing staff including appraising performance against goals, identifying competency gaps and recognising high performance; ▪ Identifies training requirements of staff, assists with their on the job training and professional development; ▪ Assists in ensuring appropriate rostering, workload management and skills; ▪ Maintains a safe and healthy work environment including meeting appropriate standards for manual handling; ▪ Assists with implementing human resource plans, strategies and policies.
Measures	<ul style="list-style-type: none"> ▪ Effective use of performance management process ▪ Retains staff ▪ Team and individual goals are achievable and relevant ▪ Training requirements are met
4. FINANCES	
Critical Tasks	<ul style="list-style-type: none"> ▪ Assists in preparing and reviewing accommodation cleaning budgets; ▪ Ensures accurate costing of materials and activities through review of time sheets and purchases.
Measures	<ul style="list-style-type: none"> ▪ Consistently meets required budgets

5. REPORTING	
Critical Tasks	<ul style="list-style-type: none"> ▪ Report/Record to Housekeeping S/V any OH&S. ▪ Record all inspections and file. ▪ Ensures accurate costing of materials and activities through review of time sheets and purchases.
Measures	<ul style="list-style-type: none"> ▪ Consistently meets required deadlines.
6. RELATIONSHIPS	
Critical Tasks	<p>Maintains relationships with Housekeeping Manager</p> <ul style="list-style-type: none"> ▪ Recommends appropriate cleaning programs, standards, staffing and skills; ▪ Monitors and reports against agreed systems, standards, capabilities and resources.
Measures	<ul style="list-style-type: none"> ▪ Demonstrates strong and effective communication skills ▪ No adverse impact on others

COMPETENCIES REQUIRED

The competencies below are an overview of the traits and behaviours required to be successful in the position.

Competency Area	Typical Behaviours
Achievement Orientation	Sets high performance standards for themselves and staff Demonstrates an understanding of the level of standards required Adheres to timetables, rosters and agreed timings
Customer Service	Acknowledges customers in a courteous and friendly manner Gives priority to customer satisfaction Ensures customer requirements are met
Ethics & Accountability	Acts in a manner consistent with organisational values Is open and honest with information Maintains confidentiality Follows organisations policies
Commitment to Safety and Environment	Committed to the philosophies of workplace health and safety and protection of the environment Identifies relevant issues and hazards in own work area Ensures all tasks are implemented in accordance with procedures, policies and OH&S requirements
Teamwork	Respects others Builds relationships with others Is open & honest Supports others and groups ideas Supports the team environment
Continuous Improvement	Identifies opportunities for process, system and work area improvement Monitors own and others' performance Shows attention to detail

SKILLS AND EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Training in commercial cleaning procedures particularly in relation to accommodation cleaning. • High standards of ethical and professional conduct • Sound organisational, planning and time management skills • Effective oral and written communication and interpersonal skills • Ability to work as part of a team • Demonstrated experience utilising Microsoft Suite 	<p>Nil</p>

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Significant experience in a supervisory role within commercial cleaning environment, preferably within the accommodation industry • Drivers Licence • Police Clearance 	<ul style="list-style-type: none"> • Certificate in Front line management • Certificate in Asset Maintenance (cleaning)

POSITION DIMENSIONS

Staff Reports: Housekeepers

Finance: Nil

SPECIAL CONDITIONS

A flexible approach to working hours will be required as hours of work will be amended seasonally and dependent on tasks required to be performed to meet customer requirements.

Pre employment medical to be undertaken meeting position requirements

Working Roster will include 5 days over 7.

Full time contract up to 2 years or part time contract up to 2 years

Employee Signature: _____

Date: _____

Managers Signature: _____

Date: _____