**HOUSEKEEPING SUPERVISOR**

**Theatr Clwyd**

Job Description

Family: Experience

Responsible for: Housekeeping Assistants

Reports to: Facilities Coordinator

Grade: OP3

**Job Purpose**

As a Housekeeping Supervisor you will work with and guide a team to perform a variety of regular and one-off cleaning tasks and duties as directed by the Facilities Coordinator.

**Key responsibilities**

**Supervision**

* Training housekeeping assistants on cleaning and maintenance tasks
* Oversee and guide housekeeping assistants on shift
* Check rooms and common areas, including stairways for cleanliness
* Liaise with Experience Coordinator where absences are reported to support rescheduling
* Establish and educate housekeeping assistants on cleanliness, tidiness and hygiene standards
* Motivate housekeeping assistants and resolve any issues that occur on the job
* Respond to guest feedback and special requests

**General**

* Guiding the Housekeeping Assistants in carrying out Housekeeping duties and also leading by example by carrying out the duties yourself
* Emptying waste and recycling bins or similar receptacles, transporting waste material to designated collection points
* Sweeping floors with brushes or dust control mops
* Mopping floors with wet or damp mops
* Vacuuming and spot cleaning carpets and rugs
* Using electronically powered scrubbing / polishing machines to scrub, polish, spray and clean floors
* Dusting, damp wiping, washing or polishing the furniture, ledges, window sills and external surfaces of cupboards, radiators, shelves and fitments
* Replenishing consumable items (soap, toilet rolls, paper towels) if required
* Cleaning toilets, urinals, hand basins and sinks
* Using chemical agents as required in the discharge of cleaning operation or maintenance procedures whilst following guidelines for use

**Administration**

* Keep a check on cleaning product stock levels and order accordingly and ensure safe storage
* Carry out routine administrative tasks required e.g. checking off cleaning tasks on daily cleaning specification sheets and check for completion by Housekeeping Assistants

**Other**

* To identify and plan for deep cleaning tasks and the logistics such as time frames, equipment needed, etc.
* To represent and positively promote the organisation at all levels.
* To undertake other duties as may be reasonably required by the Facilities Coordinator

**Person Specification**

**Essential**

* Experience of guiding a team
* Knowledge of general housekeeping duties
* Ability to use a computer and order stock from external suppliers
* Ability to follow instructions and carry out delegated tasks accurately effectively and within given time frames.
* Willingness to work flexible hours, including evenings, weekends and holidays
* Is punctual and reliable
* Ability to work both alone and within a team to achieve specified standards
* Be flexible to changing demands of the post.
* Take pride in a job well done.

**Desirable**

* Ability to carry out general cleaning duties as detailed above
* Understanding of COSHH regulations
* Experience of working in a theatre or leisure environment
* Previous experience working in a commercial cleaning environment