

Sketchley Grange Hotel & Spa

Job Title: Head Housekeeper
Pay: Competitive salary depending on relevant experience
Hours: Full-time

Sketchley Grange Hotel is a 4 star country house Spa hotel situated in the heart of Leicestershire with 102 bedrooms. The hotel combines the perfect blend of historical character and contemporary design.

We are looking for an **Experienced Head Housekeeper** to head up the housekeeping department to be responsible and have full supervision of the housekeeping and laundry operation to ensure product quality standards are met by providing a clean, safe and correctly presented hotel which includes bedrooms, corridors, spa and public areas.

Key responsibilities of the role include:

- Assist in the financial and operational performance of the Housekeeping department and its employees.
- Assist with deep cleaning projects and/or assist housekeeping staff during high-volume periods.
- Must follow and adhere to all health and safety regulations and emergency procedures.
- Inspect all assigned suites and public areas to ensure furnishings, guest rooms/suites, equipment, linens, and public areas are clean and in good repair to meet guest satisfaction.
- Routinely perform all housekeeping duties necessary, including making beds, and vacuuming and cleaning guest suites to ensure guest satisfaction.
- To take ownership for the Sketchley Grange Hotel brand standards and excellent operation standards as well as AA audit standards and to ensure they are being adhered to.
- To participate in any training courses as required. Mandatory company courses must be attended.
- Ensure to comply with company requirements in respect of personal conduct and behaviour.
- Flexibility to respond and satisfy a variety of guest situations.
- Actively seek to provide training and development to your team. Assist in establishing the team performance and development plans.
- Manage day-to-day staffing requirements in conjunction with the business and assign work accordingly.
- To create and maintain good working relationships with colleagues throughout the hotel.
- Duty Management and to actively promote a positive attitude throughout the hotel..

The ideal candidate:

- Previous experience within this field is essential
- Ability to manage a team
- Can work effectively both as part of a team and independently

Due to the expected high volume of applicants we regret that we cannot provide individual feedback to each applicant and that only short-listed candidates will be contacted directly.

To apply, please send your CVs to operations@sketchleygrangehotel.co.uk

SKETCHLEY GRANGE
HOTEL & SPA

focus hotels management limited
vision - experience - expertise