The Newt
in Somerset

Job Title	Housekeeping Team Leader
Department	Housekeeping
Department Size	49
Reports to	Executive Head Housekeeper
Direct Reports	NA
Working hours and pattern	Shifts either: 7:30am-4pm 9:30am-6pm
Location of role	Hadspen House and Farmyard Hotels
Will this role qualify for tronc or bonus?	Tronc

Purpose of this role

To supervise the housekeeping team and ensure consistently high standards of cleanliness across all guest accommodation, common areas and external areas of the hotel properties.

Responsibilities

- Inspect all guest rooms and common areas to ensure cleanliness and presentation standards are met
- Allocate rooms and common areas to members of the housekeeping team
- Train and refresh housekeeping staff on procedures and standards
- Provide regular updates and reports to the Executive Head Housekeeper and Assistant Manager
- Provide operational support during staff sickness or absence
- Work collaboratively with the wider team to maintain service standards
- Demonstrate flexibility and support with additional duties as required

Characteristics needed for this role

- High standards of personal presentation
- Friendly personality
- Ability to work well on own initiative as well as part of a team
- Strong attention to detail

Skills and experience needed for this role

- Experience within a similar role at a supervisor level
- Ability to be on feet throughout entire shift and undertake work of a physical nature
- Strong communication skills

Skills and experience desired for this role

- Previous housekeeping experience within a similar environment

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Qualifications needed for this role
• Full driving license required
Department Description
Our Housekeeping Team are at the centre of our guests' experience. Reporting into our Executive Head Housekeeper you will become part of a large, supportive and friendly team who make every guest's stay memorable each time they enter one of our beautiful rooms. Standards are at the heart of what we do which is why our team are even more important. This is a hands-on role where teamwork is the name of the game.