**POSITION TITLE: Head Housekeeper**

**BRANCH: Conference Centres**

**LOCATION:** Port Hacking Conference Centres

**REPORTS TO:** Centre Manager

**AWARD/CLASSIFICATION:** Hospitality Industry (General) Award – Level 5

**KEY INTERACTIONS: Externally:** Guests, Suppliers

**Internally:** Housekeeping Team Members and Conference Centre Stakeholders

**EMPLOYMENT TYPE:** Permanent, Full-Time

(includes weekend and early morning work when required)

**DATE EFFECTIVE:**  December 2022

**APPROVED BY:** Head of Conference Centres

**ANGLICAN YOUTHWORKS**

Youthworks is chartered by ordinance to assist the Sydney Anglican diocese in its ministry towards children, youth, and families with the freedom to serve beyond this field (both denominationally and geographically). Youthworks therefore seeks to serve youth directly, as well as through the institutions where they may be found, namely in families, churches, and schools. It fulfils this through its vision, mission and values as stated on our [website](https://www.youthworks.net/about/mission-values).

**Youthworks Conference Centres**

Youthworks Conference Centres provide a place of temporary community for groups for relational and personal growth. We are intentional partners to schools, churches and like-minded community groups through networking, collaboration, and facilitation of Word ministry. We are providers of outstanding venues in amazing locations and Christian hospitality. We believe our interactions with our guests and each other are opportunities to promote and proclaim the gospel.

**POSITION PURPOSE**

To oversee and have responsibility for all housekeeping operations, including but not limited to staffing, contractors, linen service, and cleaning delivery, to ensure quality service from start to finish.

**POSITION RESPONSIBILITIES**

*Team Leading – Housekeeping Contractors and Staff (casual employees)*

* Lead the day to day including but not limited to addressing any staff or guest questions and problems and finding solutions including elevating the issue to the Centre Manager as required
* Lead team/task related meetings including communicating updates on best practices and continuing expectations
* Overall responsibility and leadership of the team through rostering, training, supervising, mentoring and performance monitoring of Housekeeping staff
* Provide clear direction to Housekeeping contractors and staff for day-to-day tasks required to run operations and maintain facilities
* Ensure policies, procedures, and risk management strategies are maintained and adhered to
* Support, disciple, challenge and encourage the Housekeeping staff, depending on what the situation requires
* Provide feedback that is honest, open, and constructive
* Serve as a positive role model, guide, and supporter to the Housekeeping contractors and staff by modelling desirable behaviors
* Ensure that the Housekeeping staff are wearing appropriate clothing including supplied uniform items and as necessary PPE
* Promote a culture of continual improvement
* In conjunction with relevant stakeholders in a timely manner, action the ordering and stock control for relevant inventory to ensure that Housekeeping operations can proceed effectively
* Ensure that pay information is completed fortnightly and submitted to the pay office within delegated timeframes

*Housekeeping Service*

* Follow the safety and procedural protocols contained in Youthworks’ documentation
* *Front of House areas*
* Manage a high-quality guest-centered housekeeping service that achieves a pleasant experience for guests and promotes Youthworks in a positive way
* Ensure that housekeeping service is provided to guest groups in a timely fashion including liaising with relevant Conference Centre Stakeholders in regard to appropriate timing and relevant areas to clean
* Ensure that relevant linen service is provided including when necessary but not limited to making of beds, removal / replacement of dirty linen, and regular changeover of linen
* Ensure that the Centre(s) are properly prepared and ready in a timely manner for each incoming guest group
* Ensure that all housekeeping equipment and related items are stored properly and maintained to the appropriate standards
* *Back of House areas*
* Responsible for general cleanliness of the main office area, staffroom space and the allocated casual staff accommodation areas
* Responsible for the upkeep and general cleanliness of all housekeeping related areas such as but not limited to chemical storage and linen storage areas

*Additional Responsibilities*

* Interact with guests in a friendly and courteous manner and communicate accurate and consistent information as it relates to Youthworks’ policies and procedures
* Participate in weekly operation’s meetings
* Accurately maintain and keep up to date relevant records as needed by Youthworks and industry standards
* Provide input and feedback on system improvement measures that ensure excellence in service to guests
* Ensure that any irregularities in operations and systems are reported to relevant stakeholders as soon as possible
* Undertake other duties related to the role as directed by the Centre Manager or the Head of Conference Centres

**Employee responsibilities**

* Attend Youthworks conferences, events, and training
* Adhere to Youthworks policies and procedures
* Propose and undertake appropriate professional development
* Keep abreast of industry knowledge, initiatives, and changes for continuous improvement in service delivery
* Perform additional duties within skill set as required from time to time
* Comply with Youthworks standards as well as industry regulations and safety standards
* Contribute to the improvement of the policies and procedures
* Ensure all relevant reporting occurs promptly, is enacted as needed and filed accordingly
* Model Christian behaviour in all aspects of the role
* Work autonomously and effectively in a ministry environment where it is important that time is used efficiently, honestly, and resourcefully
* Be an active team member participating in team meetings and devotions, and be an active member of the Youthworks community
* Demonstrate continual commitment to Youthworks’ Mission
* Work consistently with the values and ethos of Youthworks as a Christian employer

**SKILLS, KNOWLEDGE, AND EXPERIENCE (SELECTION CRITERIA)**

**Essential**

* Experience in housekeeping / commercial cleaning
* Experience leading a team
* Proven knowledge of Industry and Safety Standards
* Willingness to attain and maintain church-based safe ministry / safe church training programs endorsed by the National Council of Churches in Australia Safe Church Program
* Flexible, collaborative, proactive and innovative
* Commitment to personal ongoing learning
* Excellent organizational and time management skills with the ability to multitask and to be flexible to reflect changes in priority
* Computer literacy in Microsoft Office applications
* Well-developed written and verbal communication skills with a focus on providing strong customer service
* A systematic and focused approach to tasks with a strong attention to detail
* An ability to work with a wide range of employees to achieve effective outcomes
* A strong work ethos
* A willingness to work within an Anglican organisation
* Commitment to work with Youthworks mission
* Verified and Cleared NSW Working With Children Check number for paid employment

**Desirable**

* Personal Christian faith
* Chemical handling qualifications
* Mental Health First Aider certification

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| **Acknowledgement** | **Employee** | **Supervisor** |
| I understand and accept the responsibilities as outlined in this role description. | Signature:Date: | Signature:Date: |