



JOB DESCRIPTION

POST: Cleaning Manager

LOCATION: All Blair's Holiday Park, Portrush. (Travel May Be Required)

REPORTS TO: Operations Manager

RESPONSIBLE TO: General Manager

ACCOUNTABLE TO: Managing Director and Board of Directors

Salary Band: £20,000-£21,000

POST SUMMARY

The experienced post holder will be responsible for all planning and preparation attributed to the day- day operation of our short-term accommodation rental service. This also includes running highly successful guest arrival days, as well as ensuring the cleaning team are trained and motivated to consistently deliver a high- quality service.

You will help your team exceed our guests' expectations with regards to our holiday parks facilities and shared spaces- ensuring a high level of customer satisfaction and repeat business.

You will lead a team of 5-10 members, dependant on the need of the Holiday parks. You will manage and motivate your team to deliver on our **#happstays** ethos and be responsible for maintaining the standards set by the company, complying with all company health and safety policies.

Person Specification

You will be a self-starter and ambitious, with a desire to drive continuous improvement within your area. You will have the ability to work well under pressure. You will possess a high level of organisational skills, have excellent interpersonal and management skills, and have a high attention to detail. You will be welcoming, friendly and have the ability to develop and mentor your team to drive repeat business

Essential Criteria

- Minimum of 3 year's experience in housekeeping and/or cleaning management role within the hospitality & leisure sector or similar customer focused service role
- Experience of managing external supply chain ie laundry services
- In possession of full driving licence
- IT and computer literate
- Experience in delivering rotas and work schedules
- Understanding of cleaning health and safety policies

Desirable Criteria

- Experience in database and booking systems
- Experience of developing checklists
- Knowledge of industry hygiene health and safety regulations
- Experience of developing check lists for regular cleaning and upkeep
- Experience of recruitment and selection of staff as well as monitoring staff performance

MAIN DUTIES AND RESPONSIBILITIES

1. Be involved in the planning for short term rentals. Coordinate the process for booking and short-term demonstrations, showing customers the hire caravan operation, including responsibility for the customer experience throughout their entire stay.
2. Planning for short term rentals to be cleaned, ensuring that they are in readiness state for occupation.
3. Manage all laundry & linen stock provisions and processes and arrange for laundering to be done.
4. Maintain the hire caravan stock ensuring all aspects with regards to stocking, bedding, linen, welcome packages and health & safety are adequately addressed.
5. Co-ordinate bookings to arrive; arrange - high chairs, cots, extra bedding, welcome packs. Keep visitor guides and information booklets up to date and in good order.
6. Responsibility for checking breakages, damages and co-ordinating repairs following departures.

7. Source and procure the equipment, utensils & goods for hire caravans.
8. Manage processes for cleaning and maintenance of all company's facilities on site and arranging cleaning staff duties.
9. Make sure all cleaning and store is tidy and stocked (cleaning stuff, tea, coffee, soaps etc)
10. Establishing and maintaining quality control records.
11. Manage all cleaning equipment on site and purchase all cleaning items and consumables for use on caravan parks.
12. Keep cleaning team clothing and safety equipment up to date and in good order.
13. Ensure that the customer experience is to the highest standard and effective in promoting and maintaining the company ethos of excellence in customer care.

GENERAL MANAGEMENT/ SUPERVISORY RESPONSIBILITIES:

1. Review individually at least annually the performance of immediately subordinate staff, providing guidance on personal development requirements and advise and initiate where appropriate, further training.
2. Delegate appropriate responsibility and authority to other staff as required consistent with effective decision making, while retaining overall responsibility and accountability for results.
3. Participate in the selection and appointment of staff when required in accordance with relevant employment law procedures.
4. Take such action as may be necessary in disciplinary and grievance matters within the company, in accordance with employment law procedures
5. Assist in the general operational business of the company including the supervision, training and development of staff to ensure a quality service to customers

OTHER DUTIES:

6. Maintain staff relationships and morale among all company staff.
7. Employees of the company are required to promote and support the vision and direction of the Board of Directors at all times.
8. At all times provide a customer focused service and to treat those with whom they come into contact in a courteous and respectful manner.
9. Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
10. Carry out their duties and responsibilities in compliance with Health and Safety Statutory Regulations.
11. Adhere to Equality and Good Relations duties throughout the course of their employment.
12. Ensure the ongoing confidence of customers in the company commitment to excellent service provision.
13. To assist in the management of customer complaints to a satisfactory resolution for all parties.
14. Maintain high standards of personal accountability.
15. Develop and maintain effective communication networks and working relationships with key personnel, both within and outside the company.
16. Represent the company when required.
17. To provide information and data to the company management as requested.
18. Any other duties as required.

Clause: *This job description is not meant to be definitive and may be amended to meet the changing needs of the company.*

Sept 2020