

# POSITION DESCRIPTION

## HOUSEKEEPING MANAGER

Position Title:	Housekeeping Manager
Responsible To:	General Manager – Operations
Department:	Operations
Classification Level:	7

### OUR VISION

West Beach Parks is a world-class tourism, sport and recreation precinct, providing exceptional leisure experiences.

### OUR PURPOSE

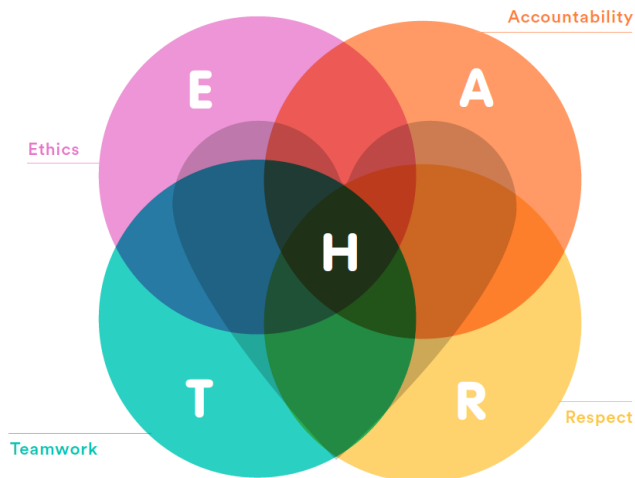
To develop, enhance and promote West Beach Parks for the benefit and enjoyment of the community and visitors.

### OUR VALUES

## HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.





**Primary Purpose Of Role**

To strategically plan, evaluate and implement management standards and leadership qualities in quality customer service, financial, human resource and work health and safety management across the housekeeping department including internal and external services within West Beach Parks.

**Key Result Areas**

**Responsibilities**

**Measures**

**Customer Service**

- To exceed customer expectations by:
- Identifying trends in consumer patterns and identify measures for improvements;
  - Monitoring changes in accommodation and room trends and identify new services that may be introduced;
  - Reviewing service standards, identifying and implementing measures for improvement;
  - Ensuring Supervisors are monitoring and effectively maintaining a consistently high standard of service on a day-to-day basis;
  - Tracking and measuring cleaning times to ensure benchmarks are set, met and improved upon;
  - Ensuring all cleaning and servicing of accommodation and guest areas are being effectively supervised and inspected with actions taken to ensure company standards are met;
  - Looking for synergies/efficiencies across both properties and implementing best practice;
  - Attending to and resolve complaints, investigating and taking strategic measures to reduce complaints;
  - Assisting the Customer Experience Manger in responding to all written communications.

- Demonstrates effective communication skills.
- Weekly meetings with Supervisors and monthly meetings with all staff.
- Positive feedback received in relation to customer service and quality standards of product.
- Implementation of improved services.



**Management and Leadership**

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| <ul style="list-style-type: none"> <li>▪ Lead, inspire, support, motivate, train and mentor team members to ensure that:             <ul style="list-style-type: none"> <li>○ our HEART Values are instilled into everyday behaviours,</li> <li>○ department and individual KPI's are achieved,</li> <li>○ there is effective work planning, resource allocation and productivity,</li> <li>○ work outputs are of a high standard, and</li> <li>○ a customer centric culture is instilled;</li> </ul> </li> <li>▪ Cultivate the culture and morale of the team and report back to the Manager on issues which may be having an impact on the team;</li> <li>▪ Assist with the implementation of the WBP Strategy and Plans as relevant to the department;</li> <li>▪ Participate in the recruitment of team members that are technically skilled or have potential to be through training;</li> <li>▪ Contribute to the management of team members including induction, professional development, reward and recognition and performance management. Correct performance issues and counsel as required in consultation with the Manager;</li> <li>▪ Ensure scheduled training as per the WBP Learning and Development Framework is completed by all team members;</li> <li>▪ Assist in developing the required level of commitment and competence of the team in order to achieve goals and objectives;</li> <li>▪ Ensure team achievements are recognised, key performance indicators and development plans established and regular informal and formal performance feedback is provided through probationary and 6 monthly Performance Development Reviews (PDRs);</li> <li>▪ Take responsibility for your own performance, clarify job responsibilities and look for opportunities that will develop your knowledge and skills. Develop/update your skills and knowledge (internally or externally) to reflect changed work requirements, technology etc.;</li> <li>▪ Achieve effective communication by briefing and debriefing the team, holding bi-monthly departmental meetings and actively encouraging transparent communication with other departments across WBP;</li> <li>▪ Develop cooperation and trust with team members, management, colleagues and other departments across WBP and take into consideration the different viewpoints of others;</li> <li>▪ Participate in the coordination of workforce planning across the team in conjunction with the Manager to ensure responsiveness to changing and emerging customer needs;</li> </ul> | <ul style="list-style-type: none"> <li>▪ Demonstrated leadership and management.</li> <li>▪ Team and individual goals are achievable and relevant.</li> <li>▪ Effective use of performance development and management processes.</li> <li>▪ Appropriate training and development planning for the team.</li> <li>▪ Learning and Development Framework Training completed by the required deadline.</li> <li>▪ Monthly 1:1 meetings to be conducted.</li> <li>▪ 1:1 notes regularly updated in WBP online PDR system for self and team.</li> <li>▪ Regular use of High 5 by self and the team.</li> <li>▪ PDRs completed by the required deadline.</li> </ul> |
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<p><b>Management and Leadership continued</b></p>	<ul style="list-style-type: none"> <li>▪ Promote and monitor team compliance of:             <ul style="list-style-type: none"> <li>○ all policies, procedures and work instructions relating to the department,</li> <li>○ people management processes, and</li> <li>○ uniform/PPE requirements and personal presentation standards;</li> </ul> </li> <li>▪ Ensure adherence to the principles and legislative requirements of people management, equal employment opportunity, anti-discrimination, social justice and work health, safety and welfare. This ensures providing a safe and secure facility for team members and customers.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Self and team compliance of policies, procedures and work instructions.</li> </ul>
<p><b>Work, Health and Safety (WHS)</b></p>	<ul style="list-style-type: none"> <li>▪ Identify and control all aspects of risk management and implement strategies to minimise incidents and accidents;</li> <li>▪ Monitor, evaluate and implement strategies to ensure manual handling techniques are undertaken by all employees;</li> <li>▪ Monitor and assist in the review of all workplace incidents and accidents;</li> <li>▪ Assist in the implementation of Return to Work plans for injured workers;</li> <li>▪ Ensure all employees work under the strict guidance of the WHS Act and identify training needs;</li> <li>▪ Ensure all equipment is serviced and maintained in a way that reduces risks or harm to anyone;</li> <li>▪ Ensure accidents and incidents are reported and actioned on according to policy.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effectively interprets needs to develop action plans and recommendations.</li> <li>▪ Employees carrying out duties in compliance with policies, procedures and systems.</li> <li>▪ Reduction in WorkCover claims.</li> </ul>
<p><b>Financial Management</b></p>	<p>Contribute to the development of annual operating and capital budgets:</p> <ul style="list-style-type: none"> <li>▪ Forecast short and long term expenditure relating to anticipated turnover and expected budgets;</li> <li>▪ Monitor existing occupancy patterns against budget;</li> <li>▪ Procurement improvements amenities/consumables etc. across both properties;</li> <li>▪ Monitor chemical, linen, perishable and consumable costs against budgets and investigate variances;</li> <li>▪ Monitor wages costs against budget, rosters and turnover and investigate variances;</li> <li>▪ Assist in the development of annual reports or business plans;</li> <li>▪ Review, manage and monitor external cleaning contractors;</li> <li>▪ Ensure all purchases meet budgetary requirements by using and seeking authorisation of purchase orders if exceeding authorised limits;</li> <li>▪ Ensure invoices are processed in a timely manner;</li> <li>▪ Assist in preparation of annual budgets.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Delivery of accurate financial information.</li> <li>▪ Compliance.</li> <li>▪ Reduce cost to % of revenue.</li> <li>▪ Implementation of new initiatives to improve productivity.</li> <li>▪ Budgets met consistently.</li> <li>▪ Wages maintained to approved % of revenue.</li> </ul>



<p><b>Relationships</b></p>	<ul style="list-style-type: none"> <li>▪ Work in conjunction effectively with other departments, especially Big4 Park and The Retreat receptions and the maintenance department;</li> <li>▪ Liaise with all levels of management effectively;</li> <li>▪ Develop a professional and courteous working relationship with all colleagues;</li> <li>▪ Maintain good communications and relations with all staff, especially supervisors, department managers and guests.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrates strong and effective communication skills.</li> <li>▪ No adverse impact on others.</li> </ul>
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**Our Values**

<p><b>ETHICS</b> – we do the right thing</p>	<p>To demonstrate Ethics, I</p> <ul style="list-style-type: none"> <li>- Do what I say</li> <li>- Value what we stand for</li> <li>- Do the right thing</li> <li>- Act consistently and with integrity</li> <li>- Care and follow the rules</li> </ul>
<p><b>ACCOUNTABILITY</b> – we own our actions and behave responsibly</p>	<p>To demonstrate Accountability, I</p> <ul style="list-style-type: none"> <li>- Learn from my mistakes</li> <li>- Use my skills to do my job</li> <li>- Am proud of what I do</li> <li>- Own the decisions I make</li> <li>- Deliver on my promises</li> </ul>
<p><b>RESPECT</b> – for our visitors, each other, and our environment</p>	<p>To demonstrate Respect, I</p> <ul style="list-style-type: none"> <li>- Appreciate the differences in our teams</li> <li>- Help visitors and our team</li> <li>- Look after and protect the environment</li> <li>- Listen to what others have to say</li> <li>- Am polite and kind to others</li> </ul>
<p><b>TEAMWORK</b> – we work together to create and deliver a great visitor experience</p>	<p>To demonstrate Teamwork, I</p> <ul style="list-style-type: none"> <li>- Contribute my best</li> <li>- Work for our common goals</li> <li>- Am open and supportive of others</li> <li>- Recognise others for their work</li> <li>- Share and celebrate success</li> </ul>



## Competency Areas

<b>Customer Experience</b>	<p>I demonstrate proven ability and commitment, to providing a high-quality customer service and advice in line with WBP Customer Experience (CX) Promise.</p> <ul style="list-style-type: none"> <li>- Honest, reliable and authentic.</li> <li>- People are not numbers.</li> <li>- Listen and act.</li> <li>- Go above and beyond.</li> <li>- Make it easy.</li> <li>- Communicate, communicate, communicate.</li> </ul>
<b>Work Health and Safety</b>	<p>I demonstrate effective management of work health, safety and welfare and injury management and the promotion of a safety culture. I ensure that I take reasonable care for my own health and safety and take reasonable care to ensure that my actions or omissions do not adversely affect the health and safety of others.</p>
<b>Achievement Orientation</b>	<p>I set moderately difficult goals and achieve required results through independent effort. I demonstrate a high level of determination and persistence where goals are clear. I promote and justify own approach and decisions within area of responsibility. I emphasise high standards to others. I establish priorities systematically, differentiating between urgent, important, and unimportant tasks. I set high performance standards.</p>
<b>Continuous Improvement</b>	<p>I demonstrate ability to improve business systems efficiency by seeking alternative methods to improve business practices.</p>

## Selection Criteria

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below:

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Relevant tertiary qualifications or minimum five years housekeeping, front office or administration management or related job experience within the tourism and hospitality industry.</li> <li>▪ Current Driver's Licence</li> <li>▪ National Police Clearance</li> </ul>	<b>Essential</b>
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<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Extensive successful experience in:             <ul style="list-style-type: none"> <li>○ tourism, service and/or hospitality housekeeping industry</li> <li>○ developing quality systems and procedures</li> <li>○ establishing a customer service culture</li> <li>○ planning, analysis and reporting at a senior management level</li> </ul> </li> <li>▪ Human Resource Management skills such as recruitment and training</li> <li>▪ Knowledge of accommodation standards including star ratings</li> <li>▪ Contract management experience</li> <li>▪ Change management</li> </ul>	<p>Essential</p> <p>Desirable</p>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Dedicated professional working at the highest standards of quality service and staff development</li> <li>▪ Outstanding written and oral communication skills</li> <li>▪ Excellent organisational and leadership abilities</li> <li>▪ Demonstrated ability to manage teams, assess performance and coach development</li> <li>▪ High level planning, analysis and problem solving skills</li> <li>▪ Proven ability to model professional conduct, maintain confidentiality and demonstrate integrity, credibility and ethical behaviour</li> <li>▪ Experience in implementing quality management systems and continuous improvement cultures</li> </ul>	<p>Essential</p> <p>Desirable</p>

### Resources and Budget

<b>Number of Staff reporting to position</b>	Team Leader – 1 Senior Housekeepers – 4 Housekeepers – 50 + casual
<b>Financial Delegation (\$)</b>	Financial authority level as per the Procurement Financial Authorisation Levels Policy (POL-CORP-FIN-005).
<b>Special Conditions</b>	Flexible working hours to meet hospitality industry demands.  Manager on duty shifts during weekends.



**Acknowledgement**

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_