

OUR CULTURE

At The Club, we place great value on our sense of community, which we believe distinguishes us from other facilities. We aim to create “a home” where our Members can come together and feel a true sense of belonging. Maintaining strong mutual respect between our Members and staff is essential to us.



OUR CULTURE

We all share the responsibility of fostering a diverse, inclusive, and accountable environment where employees at The Club, regardless of their backgrounds or lifestyles, feel valued, respected, and supported. We seek to recruit individuals who are passionate about their work and committed to elevating The Club's service standards as we uphold to create a workplace where everyone is encouraged to be authentic and grow together as a team.



Housekeeping Supervisor

Reporting to:

Operations Executive

Deputy General Manager, Ops

Role Overview:

The role is to drive productivity, motivation and develop all housekeeping staff whilst ensuring high standards and following Club procedures. This is a “hands on role” where the post holder will be required to carry out a range of Housekeeping tasks into managing their team.

- Work will include but may not be limited to the following:
- To ensure all Housekeeping staff are following the Housekeeping Standard Operating & Safety Procedures.
- To be actively involved with the Housekeeping teams to clean outlets, taking a hands on approach.
- To oversee that the correct chemicals are being used as well as the application follows the Club procedures. Regular Staff training and spot checks are required.
- Ensure all area are being checked and standards are being maintained correctly
- Send maintenance requests to Deputy General Manager (OPS) and follow up daily with DGM (OPS) on any outstanding requests.
- Regular uniforms checks should be made with staff and any deviation should be informed to the Staff Member concerned and be rectified immediately.
- Set up regular Staff training look at ways to develop staff as well as maximizing their efficiency.
- Ensure new skills trained are measured and logged in the staff members training file.
- Conduct weekly and monthly staff meeting along with Housekeeping Supervisor (Grounds & Events).
- Recommend ways the department can be more productive.
- Work closely and with the Laundry team and ensure the Club standards are being maintained and improved. This will require spending time in the Laundry working with the team.
- Ensure monthly laundry inventories are conducted and results sent to Deputy General Manager (OPS)
- Work closely with the Housekeeping Supervisor (Grounds & Events) to make sure the staff rota is fair and balanced to ensure maximum efficiency.
- To be proactive on improving the public area appearance.
- To cover the Housekeeping Supervisor (Grounds & Events) when on leave
- Respond to Members requests when required.
- Motivate team Members to improve their work performance.
- Report any staff concerns to Deputy General Manager (OPS)
- Report any incident / accident to Deputy General Manager (OPS).

Other duties deemed to be essential and fundamental to the operation of The Club's policies
Essential function of individual positions within the classification may differ. Your manager may assign reasonable related additional duties to employees consistent with our policy.