

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.



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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.

If you believe you are who we are looking to join The Club family, you may send your CV to careers@the-club.com.



HOUSEKEEPING SUPERVISOR (GROUNDS & EVENTS)

Reporting to: Deputy General Manager (OPS)

Role Overview:

The role to ensure the ground are maintained to a high level including pools and beaches. Also, being involved with Club events ensuring the Housekeeping demands are being met.

Your work will include but may not be limited to the following:

- Ensure all Housekeeping staff are following the Housekeeping Standard Operating & Safety Procedures.
- To assist the Housekeeping Supervisor (PA) that the correct chemicals are being used as well as the application of the chemical follows the Club procedure. Regular training and spot checks are required.
- To be actively involved with the Deputy General Manager (OPS) in planning and supervising set-ups/clearing equipment before and after events.
- Ensure that all orders for chemicals/equipment are made as per the Club's purchasing procedure.
- To conduct regular inspections on the grounds and take the necessary action if standards are not being met.
- Any staff Member found not to be following the uniform policy should be made aware and be rectified immediately.
- Assists the Housekeeping Supervisor (PA) with staff training.
- To make sure the staff rotas with assistance from the Housekeeping Supervisor (PA) are set for maximum efficiency.
- Responsible for maintaining staffing levels and controlling overtime
- Assist the Housekeeping Supervisor (PA) with regular staff meetings
- Look at ways the department can work more efficiently.
- Fill in Maintenance Requests when required and send them to the Deputy General Manager (OPS).
- Ensure the Housekeeping stores are clean/tidy and regularly checked.
- Check chemical usage quarterly and report to the Deputy General Manager (OPS)
- Check daily event sheets and ensure that requirements are carried out.
- Maintain and service all housekeeping machines and keep up-to-date records.
- To make sure Mussafa stores are kept clean and tidy, regular checks are required.



- To cover the Housekeeping Supervisor (PA) when on leave.
- Report any incident/accident to the Deputy General Manager (OPS) with a detailed report.
- Report any staff concerns to the Deputy General Manager (OPS)
- Assists Deputy General Manager (OPS) with staff appraisals
- Assists with the Recycling operation.

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.

Experience & Skills:

- Knowledge and Skills – Ability to comprehend and carry out simple verbal or written instructions in English.
- Administration – To report for duty punctually and to understand and adhere to policies and procedures.
- General
 - o To perform any additional tasks as required
 - o To have knowledge and understanding of all services and products
 - o To maintain a positive attitude
 - o To have enthusiasm and possess excellent customer service skills
 - o To enjoy working with people and to possess a friendly personality
 - o To be a team player
- Injury – Normal care must be made to prevent minor physical injury to self and other colleagues.
- Supervisory – Regular monitoring and supervisory ability will be required when new team members have to be trained and oriented as per The Club's operational standards.

