

Job title: Team Leader Hotels

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| Location: Brownsea Castle | Profession: People, Health and Wellbeing |
| Reports to: Manager, Guest Services | |
| People Management: Yes ▾ Assignment Management: Yes ▾ | |
| Partnership Level: Partnership level 9 | Manager's Partnership level: Partnership level 8 |
| Number of direct reports: variable | Partnership level(s) of direct reports: Partnership level 10 |

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role:

To support the Manager of Guest Services to deliver a first rate guest experience. The Team Leader Hotels has responsibility for the Housekeeping team whilst also supporting other areas across the hotel. Working with the restaurant and bar teams when required.

Supervise and develop the teams, to ensure that the highest standards of cleanliness and service are delivered in all areas of the hotel. Organise and plan the daily operation and work within the hotel's Housekeeping and Front of House department. Maintain and deliver the required exemplary standards of our service, adhering to health and safety procedures. Maintaining and updating all compliance paperwork. Ensuring training for yourself and the team is completed on time. Work together with the hotel's team to share and gain knowledge of best practice and procedures. Support all other areas of the hotel when and where needed.

Through your Profession, you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Primary Outcomes & Accountabilities:

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the

Measures of success

Achieves 'very good' in the Hotel standards rating inspection score
Positive Customer feedback
Your Voice Survey Scores
Operating within budgets and financial performance targets
People Manager & Partner Feedback



Partnership, speaking honestly and frequently.

Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession

Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.

Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.

Set the tone, context and outcomes for the team with the voice of the customer at the heart.

Enable the conditions for Partner opinion to be heard and acted upon.

Primary Outcomes & Accountabilities:

Being a brand ambassador who provides a consistently outstanding customer experience that is unrivalled in the marketplace.

- Implement and supervise standards of cleanliness and across the hotel operation.
- Implement and supervise standards of food and beverage service across the hotel operation.
- Create a high performing and professional team. Plan and manage shifts, rotas, holiday planning, sickness cover, training and administration. Work in close cooperation with colleagues in Food Production, Reception and Events.
- Ensuring that all applicable safety policies and procedures are implemented and followed.
- Allocate daily tasks, supervise work completed and resolve obstacles in maintaining standards.
- Ensure standards of uniform, PPE usage and grooming are adhered to in self and team.
- Ensure Partners are correctly trained to use relevant equipment and Cleaning Chemical Usage. Ensure training is up to date and correctly recorded
- Respond to business demand and ensure resources are available to expected/planned demand.
- Identify and report maintenance issues, monitor progress and liaise with reception and maintenance departments to ensure timely resolution
- Support the implementation of changes to ensure continuous innovations and improvements are made within the department in keeping with 3*+ hospitality operation.
- Act as the first point of contact to resolve guest queries and requirements relating to the housekeeping operation
- Act as duty manager as required



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| Skills <ul style="list-style-type: none">• Team Leadership | The ability to supervise and motivate the team in delivering a consistently high level of service and standards |
| <ul style="list-style-type: none">• Self Motivated | Being comfortable operating in a busy environment and creating a spirit of mutual respect, value, empowerment, and trust amongst the team. |
| <ul style="list-style-type: none">• Team Work | Working collaboratively with other hotel functions and support areas and being keen to be a key part of the hotel's leadership team. |
| <ul style="list-style-type: none">• Communication• | Ability to communicate written and verbally at all levels with confidence to deal with multiple requests or challenges |

| Qualifications & Experience (where applicable) |
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| Essential <ul style="list-style-type: none">• Relevant and proven experience in supervising, managing and leading a team• Competent in IT systems and able to use standard software.• Excellent communication skills, both written and verbal |
| Desirable <ul style="list-style-type: none">• First Aid at Work |

| Version | Created/updated by | Date |
|---------|----------------------------------|------------|
| 2.0 | Hotels recruitment administrator | 07/08/2023 |