

Job title: Team Leader, Housekeeping

Location: The Odney Club	Profession: People, Wellbeing
Reports to: Manager, Guest Services, Housekeeping	
People Management: No ▾ Assignment Management: No ▾	
Partnership Level: Partnership level 9	Manager's Partnership level: Partnership level 8
Number of direct reports: None	Partnership level(s) of direct reports: None ▾

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:

Organise, supervise and work within the hotel's housekeeping operation. Maintain and deliver the required exemplary standard of hotel service, hygiene, and safety across all areas of the hotel's housekeeping operation to deliver a first-rate guest experience.

Through your Profession, you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices, such as when, where and how we work. 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 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

Measures of success

- Achieves very good in the Hotel standards rating for housekeeping operations
- Positive Customer feedback scores
- Partner Engagement Survey Scores
- Housekeeping function operating within budgets and financial performance targets



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 housekeeping 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 closely with colleagues in Central Support, Reception, and Events.
- Supervise all bookings and allocation of resources. Oversee ordering, open and close down procedures and room standard checks.
- Ensuring that all applicable hygiene and 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 Housekeeping Partners are correctly trained on cleanliness, room preparation, hygiene, safety, equipment, and the proper use of cleaning chemicals.
- Ensure training is up to date and correctly recorded
- Respond to business demand and ensure resources are available to meet 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
- Step in and deliver housekeeping services, where necessary

Skills <ul style="list-style-type: none"> • Leadership 	<p>Has the ability to supervise and motivate a diverse team of Housekeeping Partners in delivering a consistently high level of service and standards.</p>
<ul style="list-style-type: none"> • Teamwork 	<p>Is comfortable operating in a busy environment and creates a spirit of mutual respect, value, empowerment and trust amongst their team.</p>
<ul style="list-style-type: none"> • Collaboration 	<p>Works collaboratively with other hotel functions and support areas, and keen to be a key part of the hotel's leadership team.</p>
<ul style="list-style-type: none"> • Flexibility 	<p>Flexible to adjust to the multiple needs of the role. Flexible to change shifts to support the operational needs of the business</p>

Qualifications & Experience (where applicable)
<p>Essential</p> <ul style="list-style-type: none"> • Relevant and proven experience in the supervision of a hospitality or housekeeping service • Self-motivated/ Industrious. • Competent in IT systems and able to use standard software. • Excellent communication skills, both written and verbal and meticulous attention to detail.
<p>Desirable</p> <ul style="list-style-type: none"> • Certificate in Level 3 Diploma in Hospitality Supervision (RQF) (Housekeeping Supervisor)

Version	Created/updated by	Date
2.0	Kate Sutherland	April 2025