



job description

Job title: Housekeeping & Retail Team Leader

Reports to: General Manager

Job purpose:

The Housekeeping & Retail Team Leader, through a team of Housekeeping & Retail Assistants, ensures the smooth running of the on-site retail operation and the provision of a high-quality housekeeping service for residential guests and staff. They ensure that the retail operations comply with all the relevant Health and Safety measures as laid out by the company and external agencies and ensures the smooth running of the department. They are responsible for providing optimum service, product quality, client and staff safety through proactive management of all housekeeping and retail needs within the centre.

Key responsibilities:

1. Provide regular quality observations and reviews of the Housekeeping & Retail Assistants

- Ensure training meets minimum standards required for the completion of Unit 6 as well as any additional training as set out by external agencies
- Regular monitoring of staff to ensure adequate feedback (as per individual needs)
- Correct documentation is used to support Apprentice and Returning staff; reviews are timely and in line with Company policies
- Provide development opportunities by helping to create, review and implement staff development plans
- Create and manage staffing rotas, being mindful of staff welfare and needs

2. Managing the on-site Retail operation

- Ensure retail facilities are clean and presentable including stock areas
- Ensure cash handling processes are being followed and implemented in a timely fashion
- Place order and ensure stock arrives as ordered, following up any discrepancies where necessary
- Purchase orders, invoices and delivery notes relating to the retail operation are processed as per company guidelines
- Ensure all risk assessments and Health and Safety standards are being complied with
- Walk the floor daily to ensure all Retail standards are being implemented and actioned

3. Maximise department productivity and profitability

- Ensure staffing levels reflect customer numbers and needs
- Ensure minimal wastage by date rotating stock, managing ordering levels and where appropriate reducing price
- Offer a programme of "Bar Entertainment" to increase spend per head
- Shop stock and layout is considered in line with item profitability and customer behaviour
- Ensure controls are in place to manage and account for all the monies taken on centre e.g. cashing up is accurate, stock takes are done efficiently and accurately, cash registers used properly

4. Understand stock control

- Ensure all stock areas are safe, clean, presentable and in line with COSHH regulations
- Manage stock levels to ensure optimum profitability to business
- Ensure all stock transactions are carried out accurately and within prescribed timetables
- Take responsibility for monitoring and control of all department areas
- Advise the Housekeeping Manager immediately of any significant stock problems
- Close management of linen and laundry including, stock control, invoicing, delivery notes and other administrative aspects of the role

5. Monitor, Train and develop the housekeeping team

- Deliver a consistent high-quality service by setting, maintaining, and developing standards
- Take ownership of training and development of housekeeping staff, ensuring training meets the minimum standards required to complete the tasks
- Regular monitoring of skills through observations and feedback to staff (as per individual needs)
- Set clear and achievable objectives using continual professional development plans with all staff
- Ensure all staff are reviewed regularly and in line with Company policies using correct documentation
- Motivating and inspiring the housekeeping team through exemplary leadership to deliver targets and excellence of customer experience
- Actively seek to develop others and support progression of colleagues

6. Understand the health and safety issues of the department

- Maximising professional presentation of all facilities and areas ensuring they are clean, tidy and appropriate
- Adhering to all regulatory issues in respect of Health, Hygiene and Safety including COSHH
- Maintaining a safe and hygienic environment for guests and staff
- Managing and achieving the best 'workflows' to maximise efficiencies
- Seeking to develop staff welfare by understanding their needs
- Ensuring safe keeping and maintenance of all equipment within your areas of control

7. Personal development and being part of the Centre Management Team

- As part of the PGL senior team to actively get involved to improve customers' experience on centre
- Monitoring and ensuring the highest standards of service, product, presentation and compliance of statutory requirements and company policies across all areas of responsibility
- Liaising with customers, other departments and external agencies dealing with any issues raised
- Attending any training courses as directed by your Line Manager
- Seek to develop self by reviewing own targets and working towards agreed objectives
- Actively seek to develop strong team bonding within the department and across the centre

8. Assist with centre specific duties associated with a residential children's activity centre

- Assist in other departments as required (Catering, Housekeeping, Retail and Maintenance)
- Assist at other centres across the PGL estate as required
- Residential staff may be required to cover an overnight on-call Duty Manager shift on a rota basis.



person specification

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Relevant experience:

	Essential	Desirable
Previous retail experience	✓	
Previous experience of staff supervision and team leading		✓
Previous bar experience		✓

Relevant skills/qualifications:

	Essential	Desirable
Maths and/or numeracy qualification	✓	
A qualification in Health and Safety awareness e.g. Level 2 Health and Safety		✓
GCSE Grade A-C English, Maths or Functional Skills L2 (or prepared to work towards)		✓
GCSE Grade D or above English, Maths or Functional Skills L1 (or prepared to work towards)	✓	

Key competencies:

Competency statement	Competency Area
Role model for excellent customer service behaviour	Customer Focus
Carries out regular observations to ensure team is consistently delivering to a high level of service	Delivering Results
Provides regular feedback to the team	Team Working
Ensures team are focused on the most important and urgent tasks	Leading & Managing People
Matches resources to the needs of the task (people, time, money, skills, facilities, equipment, etc)	Personal Effectiveness
Is prepared to change decisions if the outcomes do not bring the required results	Decision Making
Delegates decision making authority but retains accountability for the outcomes	Decision Making
Investigates and instigates change that has a positive impact on goals, objective, KPI's or strategic aims	Change, Innovation & Problem Solving
Creates a culture which encourages, promotes, and supports innovation	Leadership
Meets corporate deadlines for reporting and budget management	Delivering Results
Ensures resources and staff are in place to meet goals, objectives or KPI's	Delivering Results
Supports final leadership team decisions even when they do not entirely reflect own position	Commitment Demonstrating Values
Creates and maintains an effective, focused and motivated team	Leadership



person specification

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain a satisfactory police check, which PGL will pay for if required. For example, if your current or primary residence is in France, the required check is the 'Extrait de Casier Judiciaire (bulletin n°3)'. If your current or primary residence is in the UK, we require an enhanced check from the 'Disclosure and Barred Service (DBS)'. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.