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| **JOB DESCRIPTION** |
| **Job Title**Senior Housekeeping Supervisor

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| **Division**Auckland Unlimited  | **Reports To** Housekeeping manager

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| **Department**Auckland Live and Auckland Conventions, Venues & Events  | **Direct Reports**Housekeeping supervisorsHousekeeping attendants  |
| **Unit**Visitor Experience  | **Indirect Reports**Nil  |
| **Team**Housekeeping  | **Location**Auckland central  |
| **Our Commitment to te ao Māori**We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga, and are responsive to the needs of Māori. You help lead and implement the organisation’s Māori outcomes. You support and promote the development of staff understanding and capability in te reo Māori, tikanga Māori, te ao Māori. and te Tiriti o Waitangi so everyone can contribute to the delivery of Māori outcomes for and with Māori. |
| **Key Purpose of Role**To supervise housekeeping attendants and supervisors to ensure they are checking and maintaining all building assets and events at Auckland Live and Auckland Conventions, Venues & Events venues. |
| **Key Responsibilities** | **Expected Outcomes** |
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|  * Execute strict checking of venues’ cleanliness so staff may be utilised to provide and maintain immaculately presented venues.
* Train housekeeping staff on how to use cleaning checklists and documents.
* All checklists to be signed by Supervisors with the Senior Supervisor to follow up with any issues that may have arisen.
* Identify staff who perform above and beyond when on duty and demonstrate a passion to go further with their skills in the work force.
* Encourage staff to excel by acknowledging those whose performance on duty is outstanding.
* Place relevant individuals into appropriate training when the need arises i.e., cross training with other departments internally.
* Forge closer working relationships between departments and better understanding of all areas, resulting in more extensive training in the future.
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 | * All venues are presented at their best.
* Checklist objectives are met.
* All issues are followed up on and dealt with accordingly.
* Staff succession plans are in place.

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| **Leadership and Learning*** Develop team objectives in line with Auckland Unlimited’s business plan.
* Contribute to developing the capabilities of staff through mentoring, coaching, and identifying training and development needs to improve performance.
* Demonstrate consistent leadership through advocacy and clear communication of Auckland Unlimited’s strategic direction and, in this context, represent Auckland Unlimited publicly when required.
* Undertake a training role in your area of professional expertise to widen the skills and knowledge of others.
* Promptly and constructively address any issues of non-performance.
* Readiness to present documents/deliverables for sign-off i.e., schedules, business case budget costs.
 | * All staff are adequately informed, coached, and supported to provide excellence in service delivery.
* Staff skills are appropriate to current roles and consistent with developing departmental objectives.
* Staff are supported and motivated to perform to a high level of effectiveness and satisfaction.
* The manager represents Auckland Unlimited’s brand and strategies.
* Team members’ skills are progressed because of monitoring and training, and KPIs.
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| **Reporting and Planning*** Provide monthly reporting to management and contribute to team and business planning as required.
 | * Reporting is provided in a timely and accurate manner.
* Proactive contribution to planning
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| **Project Participation** * Participate in relevant projects with other sections on a project basis to deliver high quality innovative activities and projects as appropriate.
 | * Projects delivered to required objectives.
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| **Communication and key relationships*** Maintain positive and collaborative working relationships internally and externally.
* Ensure effective communication is provided to internal and external customers.
 | * Positive working relationships are maintained and developed.
* Appropriate and relevant communications are channelled to all affected parties.
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| **Organisational obligations**  |  |
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| * Action the organisation’s good employer obligations and equal employment bi-cultural policies and practices.
* As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function.
* Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation’s health and safety policy and procedures.
* Promote activities and initiatives that assist the organisation achieve its vision and mission.
* Promote one-organisation initiatives and action these service characteristics.
* Familiarise yourself with and comply with all organisation policies, including but not limited to, the organisation’s Code of Conduct.
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 | * Auckland Unlimited meets its obligations as an employer.
* Auckland Unlimited’s reputation is enhanced within the community.
* Health and safety requirements upheld.
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| **Qualifications**No formal qualifications required. |
| **Experience*** Previous experience in a similar role within the cleaning/hospitality industry of three years or more.
* Experience running a cleaning team in a large service-based organisation.
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| **Skills and competencies*** Strong organisational skills.
* Keen interest in the cleaning and/or hospitality industry.
* A good eye for detail.
* Encourages professionalism within the workplace when in uniform.
* Basic computer skills with a willingness to learn more.
* Demonstrate honesty in all work carried out.
* Ability to perform under pressure.
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| **Key Relationships*** All staff/directorates as required*.*
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| **Delegated Authorities**Budgeted: Opex, CapexNon-budgeted: Opex, Capex |
| **Disclaimer** |
| The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed**.** |