



Job Description & Person Specification

Position Details

Position: Housekeeping Team Leader

Department: Housekeeping, Operations

Reporting To: Housekeeping Manager

Overall Objective: To assist the Housekeeping Manager with planning, organizing, and developing the Housekeeping operation at the King Power Stadium and the Belvoir Drive Training Ground Facility; ensuring the highest degree of cleaning and customer care is delivered at all times.

Job Description

Main duties:

- Supervise the day to day activities of the Housekeeping Department to include a quality driven cleansing regime of all offices, concourses, seating areas, washroom / toilets, executive suites, changing rooms, external areas and associated car parks, delivering a pristine cleaning service.
- Assist with planning, organizing and supervising team members to ensure the highest degree of customer satisfaction.
- Promote the maintenance of a safe environment.
- Responsible for the efficient and effective operation of the Housekeeping department in the absence of the Housekeeping Manager, ensuring a high standards of cleanliness is maintained.

Key tasks:

- Ensure the housekeeping operation is adequately staffed according to the business requirements.
- Ensure a high degree of cleanliness is maintained in the stadium bowl, seating sections, concourses, executive suites, car parks, external perimeter and training ground facility.
- In the absence of the Housekeeping Manager, oversee purchasing, ordering and quality monitoring procedures are complied with and stock levels and wastage are kept to a minimum.
- Deliver instruction, information and training to housekeeping operatives ensuring safety in the workplace is effectively maintained.
- Liaise with the Housekeeping Manager to ensure the department operates within budgetary tolerances.
- Liaise with the Health and Safety Manager to promote a health and safety environment; ensure specific procedures, safe systems of work and policies are strictly adhered to.
- Liaise with the Housekeeping Manager to ensure substances comply with COSHH legislative requirements.
- Remove from service any defective apparatus and report the issue to the housekeeping and operation managers.
- Ensure a high standard of personal hygiene, cleanliness and presentation is maintained by housekeeping staff.
- Comply with health, safety and welfare legislative requirements.
- Be able to have a "hands on approach" either by showing operatives how tasks should be carried out or by completing tasks when the business requires it.
- Undertake any other duties requested by the housekeeping manager.
- Advise the housekeeping manager of any abnormalities which may rise within the department.

Person Specification

Essential:

- Polite and respectful with a clean and tidy appearance.
- Operate to a high degree of safety.
- Understand the value of customer care.
- Always maintain a professional caring attitude.
- Be able to perform regular 1-2-1's and job chats with Operatives when requested by the manager.
- Demonstrates honesty, integrity, reliability, and the ability to ensure confidentiality at all time.
- Work closely with the housekeeping operatives making sure they are trained, aware and up to date with health and safety, chemical and etiquette requirements.
- Works within a team environment, co-operates with others, considers the needs of others and helps others to achieve objectives.
- Ability to work autonomously on own initiative, pro-active in managing one's own time, building an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner.
- Resilient with the ability to always maintain professionalism and a calm demeanour.
- Friendly, well organized with the ability to multi-task and perform well under pressure.
- Full clean driving license.
- Ability to meet stringent deadlines.
- To work Match days and events hosted at King Power Stadium as required.
- A commitment to undertake club equality, diversity and health and safety training.
- Observe high standards of cleanliness in the workplace.
- Possess strong time management skills and have a flexible approach to work.

Role Requirements

- To be able to work on matchday weekends and evenings, including Public Holidays
- To comply and promote the Club's policies and procedures to include Safeguarding, Equality & Diversity and GDPR compliance
- Understanding of the governance, security and cyber security requirements including areas such as General Data Protection Regulations (GDPR)
- To undertake required training, including mandatory Club Equality and Diversity and Health and Safety training.

This Job Description may be changed and amended from time to time at the discretion of the Club.

Leicester City Football Club is an inclusive employer and will provide equality and fairness for all employees. Leicester City Football Club opposes all forms of unlawful and unfair discrimination. Please refer to our Equality and Diversity Policy for further information.

Employee Signature _____

Date ____/____/____

Director Signature _____

Date ____/____/____