

Housekeeping Supervisor Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, property type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	5
4. Qualifications and Requirements	6
5. Working Conditions	6
6. Award Information	7
7. Expected Behaviours	7
8. Application Process	8

1. Position Overview

1.1 Position Title

Housekeeping Supervisor / Head Housekeeper / Executive Housekeeper

1.2 Position Summary

The Housekeeping Supervisor is responsible for overseeing the housekeeping team, maintaining exceptional cleanliness standards, inspecting guest rooms and ensuring quality control across all accommodation areas. This supervisory role coordinates daily housekeeping operations, manages staff performance and ensures guest rooms meet property standards.

The position requires strong leadership skills, attention to detail and the ability to train and develop housekeeping staff. Housekeeping Supervisors must ensure compliance with health, safety and hygiene standards while delivering a consistently high-quality guest experience.

1.3 Reporting Structure

This position reports to:

- Executive Housekeeper / Director of Housekeeping
- Rooms Division Manager / Front Office Manager
- General Manager / Hotel Manager

This position supervises:

- Room Attendants / Housekeepers
- Public Area Attendants
- Laundry Attendants (if applicable)

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular rostered shifts)
- Casual (variable shifts based on occupancy)

2. Key Responsibilities

2.1 Room Inspection and Quality Control

- Conduct daily inspections of cleaned guest rooms to ensure standards are met
- Verify room presentation, cleanliness and amenity placement
- Identify and address cleaning deficiencies with room attendants
- Approve rooms for guest occupancy after inspection

- Maintain and enforce property quality standards
- Conduct spot checks throughout the day to maintain consistency

2.2 Staff Supervision and Coordination

- Supervise room attendants and housekeeping staff during shifts
- Allocate room assignments and prioritise work based on arrivals
- Monitor staff progress and productivity throughout the shift
- Provide guidance, support and feedback to team members
- Address performance issues and conduct counselling when required
- Ensure adequate staffing levels for occupancy demands

2.3 Training and Development

- Train new housekeeping staff on cleaning procedures and standards
- Conduct refresher training on techniques and product use
- Demonstrate proper cleaning methods and equipment operation
- Develop staff skills and identify training opportunities
- Ensure team understanding of safety and chemical handling
- Maintain training records and certifications

2.4 Linen and Supply Management

- Monitor linen inventory levels and coordinate with laundry
- Order cleaning supplies and amenities as required
- Ensure housekeeping trolleys are properly stocked
- Control housekeeping costs and minimise waste
- Maintain par stock levels for all housekeeping items
- Coordinate with vendors and manage supply deliveries

2.5 Standards and Procedures

- Establish and document cleaning procedures and checklists
- Ensure compliance with health, safety and hygiene standards
- Implement best practices for cleaning efficiency and quality
- Update procedures when standards or products change
- Conduct audits to verify procedure compliance
- Coordinate with front office on room status and priorities

2.6 Maintenance and Lost Property

- Identify and report maintenance issues in guest rooms
- Coordinate with maintenance team for timely repairs

- Manage lost property procedures and storage
- Follow up on reported maintenance to ensure resolution
- Maintain records of maintenance requests and completions
- Ensure out-of-order rooms are tracked and communicated

3. Required Skills and Attributes

3.1 Essential Skills

Leadership

Ability to supervise, motivate and develop a housekeeping team. Strong delegation skills and capacity to provide constructive feedback. Experience managing staff performance and conducting training.

Attention to Detail

Exceptional eye for cleanliness standards and presentation. Ability to spot issues quickly during inspections. Thorough approach to quality control and maintaining high standards across all rooms.

Quality Assurance

Deep understanding of cleaning standards and inspection criteria. Ability to conduct thorough room inspections. Commitment to consistency and continuous improvement in housekeeping quality.

Communication

Clear verbal and written communication with team, management and other departments. Ability to provide training instructions and written reports. Professional communication with guests when required.

3.2 Personal Attributes

- Strong organisational and planning skills
- Ability to work under pressure during peak periods
- Problem-solving mindset and initiative
- Professional appearance and demeanor
- Reliable, punctual and consistent attendance
- Flexible and adaptable to changing priorities
- Integrity and trustworthiness
- Commitment to guest satisfaction
- Calm under pressure with ability to handle complaints
- Team-oriented with collaborative approach

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- Proven experience in housekeeping, preferably in hotels

- Previous supervisory or team leader experience
- Knowledge of cleaning products and safety procedures
- Ability to work flexible hours including weekends and public holidays
- Strong English language skills

4.2 Desirable Qualifications

- Certificate III or IV in Hospitality or Cleaning Operations
- Current First Aid certificate
- Chemical safety and MSDS training
- Experience with housekeeping management systems
- Manual handling certificate
- Food safety certificate (if applicable to venue)

4.3 Experience

Minimum 2-3 years of housekeeping experience in hotels or similar accommodation. Previous supervisory experience is essential, including staff training, performance management and quality control. Experience with hotel property management systems and housekeeping software is highly valued.

5. Working Conditions

5.1 Hours of Work

- Early morning starts to coordinate checkout cleaning (typically from 6am)
- Weekend and public holiday work required
- Shift lengths typically 8 hours
- Flexibility required during peak occupancy periods
- Roster provided in advance as per award requirements
- On-call availability may be required for urgent situations

5.2 Physical Requirements

- Prolonged standing and walking throughout shift
- Moving between multiple floors and guest rooms
- Some lifting of linen and supplies when assisting team
- Physical capability to demonstrate cleaning techniques
- Stamina for full shift duration

5.3 Work Environment

- Hotel, motel, resort or serviced apartment property
- Climate-controlled indoor environment
- Working across guest floors and back-of-house areas

- Fast-paced during peak checkout periods
- Interaction with housekeeping team, front office and management
- Professional office/housekeeping supervisor station

5.4 Uniform and Presentation

- Professional uniform provided by employer
- Closed, non-slip footwear required
- Neat and professional appearance at all times
- Hair tied back for safety and hygiene
- Minimal jewellery
- Name badge to be worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). This modern award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels, serviced apartments and similar accommodation businesses.

6.2 Classification Level

Housekeeping Supervisors are generally classified at higher levels under the award:

- Level 3: Experienced supervisor with responsibility for a team of housekeepers
- Level 4: Senior supervisor with broader responsibilities and larger team
- Level 5+: Executive Housekeeper or department head roles

The specific classification level will be determined based on supervisory responsibilities, team size and scope of duties.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 125-150% of base rate (depending on employment type)
- Sunday: 150-175% of base rate
- Public holidays: 225-250% of base rate
- Early morning penalty rates may apply
- Overtime rates for hours worked beyond ordinary hours

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Leadership

- Lead by example in work ethic, presentation and standards
- Support and develop team members to achieve their potential
- Address performance issues promptly and professionally
- Foster a positive and collaborative team environment
- Communicate clearly and respectfully with all staff levels
- Maintain confidentiality regarding staff and guest matters

7.2 Quality Focus

- Maintain uncompromising standards for room cleanliness
- Conduct thorough and consistent room inspections
- Identify improvement opportunities and implement changes
- Take pride in the presentation of all guest areas
- Respond promptly to quality concerns or guest feedback
- Champion continuous improvement in housekeeping operations

7.3 Safety and Compliance

- Ensure team compliance with safety procedures
- Conduct safety briefings and monitor PPE usage
- Oversee proper chemical handling and storage
- Report all incidents and near-misses
- Maintain safe work areas and housekeeping storage
- Ensure compliance with all regulatory requirements

7.4 Guest Service Excellence

- Ensure guest rooms exceed expectations
- Respond professionally to guest requests and complaints
- Train team on guest service standards
- Coordinate with front office on VIP and special requests
- Anticipate guest needs and ensure timely service
- Represent the property professionally at all times

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting supervisory experience
- Cover letter addressing key selection criteria
- Copies of qualifications and certificates
- Contact details for two professional referees
- Working rights documentation

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview with Housekeeping Manager
- Second interview with General Manager/HR
- Practical assessment or property tour
- Reference checks
- Police check (if required)

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____