

Manager, Fleet Housekeeping

Job Description

Job Title	Manager, Fleet Housekeeping	<p>Overall purpose</p> <p>The Fleet Housekeeping Manager will be responsible for the consistent delivery of housekeeping and laundry operations across the fleet whilst continuously looking to improve and drive innovation.</p> <p>Through shipboard operational reviews of the current procedures and policies, crew welfare, training and development we will ensure the brand proposition is delivered.</p> <p>Working alongside onboard Housekeeping management team the Fleet Housekeeping Manager will be vital in ensuring the tools and support material for crew training and development are conducive to delivering unforgettable holiday happiness to our guests by meeting our company objectives for NPS, ROIC and HESS.</p> <p>The Fleet Housekeeping Manager will be the voice of the shipboard Housekeeping management team in the office to deliver against our business objectives by representing the Housekeeping & Laundry operations in Public Health, Product, Guest Experience meetings. And HESS.</p>
No in role	1	
Reports to	Senior Manager, Hotel Standards	
Direct reports	8 Shipboard	
Budget Responsibility	Circa £8m Hotel Stores Costs Housekeeping Revenue	
Issue Date / Version	Oct 2018 / v001	
CUK Job Level	(SEA)	
<p>Key Interfaces Ship Teams, Product & Commercial Services, People and Rotations, Finance, Insights</p>		
<p>Accountabilities</p> <ul style="list-style-type: none"> Conduct thorough onboard operations review to include standards, policies and procedures, training, talent development and crew welfare to ensure consistent delivery across the fleet. Proactively evaluate leadership capability using the appropriate tools and resources Drive operational improvement and innovation through feedback to product services and shipboard teams Review onboard budgets for hotel costs and provide cost effective savings solutions Provide operational insight to product development for trials and initiatives Develop succession plan development map from Hotel Operations Assistant (HOAS) to Housekeeping Manager with Learning and Development. Engage with Housekeeping managers to help develop mid level managers through talent grid mapping. Support recruitment with interviews and drive smart rotation plans through assigning managers according to talent grid. Share and support delivery of “best practise” and ways of working to drive overall performance and wellbeing Provide support to ships that are in Outbreak level. 		
<p>Responsibilities</p> <ul style="list-style-type: none"> To manage through the effective communication of brand objectives and BBSC measurement and targets, supporting teams in achieving objectives through coaching and active participation. Support the management and development of the on board Housekeeping and Laundry teams including reviewing of objectives, performance ratings and bonus calibration. Contribute to and validate onboard budgets (revenue, capital and operating costs) Review assurance, audit and end of cruise reports to identify issues and opportunities and propose any required changes. Work with both ship and shore to drive our guest objectives to deliver NPS and other guest KPI's, acting on feedback from eCSQ's, complaints and other insight to continuously improve the guest experience. Undertake general duties as required within area of responsibility as directed by senior management in line with the overall business strategy. Ensure self inspections are conducted onboard all vessels and that Ships staff are conversant with HESS related standards through policies, directives and ongoing training; ensuring all external audits and inspection targets are achieved Liaise with fleet public health departments to ensure Public health requirements are met. Participate in safety training & review risk assessments. 		

Person specification

Knowledge	Work Based Competencies	Values
<p>Essential: Housekeeping Manager experience onboard cruise ships</p> <p>Desirable: Education illustrates focused hospitality management background</p> <p>Experience:</p> <p>In depth knowledge of housekeeping operations.</p> <p>Experience of managing team performance in the hotel/leisure/cruise industry.</p> <p>Understanding of good professional standards and practice in hotel/leisure/cruise industry.</p> <p>Experience of identifying and implementing best practice in the Hotel Operations/ Housekeeping departments.</p> <p>Experience of contributing to cross functional change programmes, including organization, role and reward structure changes.</p> <p>Experience of planning, developing and delivering projects applying a Plan, Do, Review approach to operational delivery and continuous improvement.</p>	<p>A professional and confident communicator, able to build strong, positive relationships to work with a wide range of stakeholders.</p> <p>Able to take a balanced approach to decision making, identifying and proposing solutions to any associated risks and issues.</p> <p>Strong written and oral communication</p> <p>Technically competent in Housekeeping management.</p> <p>Thorough and able to work independently with minimal supervision.</p> <p>Detail orientated whilst maintaining a focus on broad and long term objectives and targets.</p> <p>Commercially astute with analytical, problem solving and decision making ability.</p> <p>Ability to set clear goals and objectives for teams</p>	<p>Guest obsessed:</p> <p>We put our guests' front and centre, aiming to delight them at every opportunity.</p> <p>Heroes of safe and well:</p> <p>We are guardians, leading, protecting and speaking up for our people, the environment and our brands.</p> <p>Passionate about happiness:</p> <p>We know that making people happy matters and we love doing it.</p> <p>Determined and courageous:</p> <p>We share and learn from our mistakes, we have honest conversations and we're empowered to make bold decisions.</p> <p>Better together:</p> <p>We can only deliver our purpose if we're in it together. We're trusting, inclusive and take pride in what we achieve as a team.</p>
<p>Hess Responsibilities</p> <p>Lead by example by taking care of the health and safety of yourself and others.</p> <p>Work with the Safety Department in regard to safe working practices and cabin, laundry and safety equipment when developing the operation.</p> <p>Work with the Fleet and Public Health departments to ensure policy and procedures are followed.</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to your manager and to the Facilities department.</p> <p>Follow safety rules and procedures.</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks.</p>		<p>Strengths</p> <p>Adaptable</p> <p>Challenge</p> <p>Co-operative</p> <p>Courageous</p> <p>Detail orientated</p> <p>Energetic</p> <p>Improving</p> <p>Influence</p> <p>Initiative</p> <p>Innovator</p> <p>Lean</p> <p>Problem solving</p> <p>Relating</p> <p>Supportive</p> <p>Taking the lead</p> <p>Team player</p>