

# Carnival UK Job Description

## Assistant Housekeeping Manager

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The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

<b>Reporting to:</b> Housekeeping Manager	<b>Department:</b> Housekeeping
<b>Leadership Responsibility:</b> Housekeeping department - Decks	<b>Location:</b> Fleet based across CUK vessels
<b>Titles of Direct Reports:</b> <ul style="list-style-type: none"><li>- Housekeeper (Deck)</li><li>- Butler</li><li>- Assistant Butler</li></ul>	<b>Budget Responsibility:</b> Assist in the effective management of the onboard housekeeping costs and inventory budget
<b>Size of Department:</b> up to 220	<b>Revenue Responsibility:</b> Support and maximise onboard revenue opportunities and promotions

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### Standard Role Summary:

Responsible for managing the safe and efficient operation of the housekeeping of passenger cabins, ensuring high levels of cleanliness and presentation. Deputise for the Housekeeping Manager as and when required.

### Primary Responsibility of the Role:

Effectively manage own area, complete appraisals identifying development opportunities and provide support to supervisors to guide, motivate and direct their respective teams on a day to day basis, to ensure all work is carried out safely, efficiently and in accordance with all company public health, hygiene and safety guidelines.

Analyse cleaning trends and share with the Housekeeping Manager. Identify improvements, continually striving to improve passenger satisfaction scores and effectively resolve issues or complaints in relation to own areas.

Ensure the necessary rotas and work schedules are in place to meet the required level of service. Monitor and manage own section costs and resources effectively, ensuring products are available when needed.

Complete regular audit checks within the department and identify any fixtures or fittings in need of renewal / repair. Ensure all areas and cleaning equipment are maintained and in a sanitised and clean state at all times, undertaking regular inspections and implementing effective cleaning schedules.

Organise the loading / offloading and the on board collection and distribution of passenger baggage.

Attend corporate sponsored social events as and when required.

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### Key Responsibilities & Duties:

### Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	Experience of working in a substantial housekeeping / cleaning environment for an established business with high cleaning standards Experience of managing a large team Experience of working with budgets and departmental financial information within a corporate environment Knowledge of Laundry services desirable Good command of written and spoken English

<b>Certificates</b>	Valid ENG1 medical certificate or equivalent for the duration of each voyage
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**HESS** (Health, Environment, Safety & Security)

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Health and Safety</b>	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to line manager</p> <p>Follow safety rules and procedures</p> <p>Ensure all work equipment, personal protective equipment, substances, and safety devices are made available and used correctly</p> <p>Take part in safety training &amp; risk assessments and suggest ways of reducing risks</p> <p>Carry out risk assessments within designated area of responsibility</p> <p>Actively promote safe working within teams and encourage safe behaviours</p> <p>Undertake safety 'walk rounds' within own area identifying areas of improvement</p>
<b>Public Health</b>	<p>Follow all company public health policies and procedures appropriate to the role</p> <p>Complete all necessary public health paperwork accurately</p> <p>Institute appropriate public health precautions as relevant to role</p>
<b>Environment</b>	<p>Ensure the team are aware of their Environmental Responsibilities</p> <p>Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area</p> <p>Complete all environmental records accurately</p>
<b>Emergency Duties</b>	<p>Understand the emergency duties of self and those within own area</p> <p>Direct and instruct others in the use of life saving &amp; fire fighting appliances in an emergency situation</p> <p>Direct a team in carrying out their emergency duties</p> <p>Co-ordinate emergency response with others across the ship, responding to orders and feeding back reports</p> <p>Lead &amp; coordinate actions to be taken in a range of shipboard incidences as defined in the company's emergency procedures</p> <p>Co-ordinate the movement and management of a large group of crew / passengers over a specified area, such as a muster station, through the correct deployment and briefing of staff</p> <p>Make decisions and adapt plans as situations develop, providing feedback to the senior responsible officer</p> <p>Manage and react to the behaviours and needs of crew / passengers to maintain safety</p> <p>In the event of an incident co-ordinate the evacuation of assigned decks by assigning the appropriate people to the tasks</p> <p>Undertake mustering of own department and ensure all personnel are accounted for</p> <p>Ensure supervisors receive adequate training to undertake their duties and make sound decisions</p> <p>In the event of an emergency organise passenger and crew area clearance</p> <p>Co-ordinate the evacuation of assigned decks by assigning the appropriate people to the tasks</p> <p>As holder of PSC &amp; RB may be in charge or 2nd in charge of a survival craft and therefore responsible for the safety and well being of persons inside</p> <p>Maintain order of the survival craft during abandonment of the vessel, ensure survival procedures are followed at all times and that all members of the survival craft crew are fully trained and understand their responsibilities</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
<b>Safeguarding</b>	<p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
<b>Security</b>	<p>Apply the correct security measures for own department / area</p> <p>Lead and direct the team in applying security measures and actively promote understanding of security issues</p> <p>Encourage security awareness within the team</p>

## Technical

Knowledge/Skill	Summary of Responsibilities
Quality Standards	Train the team in the quality standards agreed for own area and monitor their performance in achieving those standards Implement and feedback on agreed tactical changes to the quality standards ensuring company standards are met
Food Hygiene	Ensure all staff follow the policies and procedures relating to food hygiene and effectively deal with any non-compliance Ensure all food preparation equipment and spaces are sanitised and clean at all times in accordance with company policy Highlight issues immediately in order to minimise any impact
Cleaning	Create and implement effective cleaning schedules Inspect the quality of output of the team and provide immediate corrections Monitor maintenance requirements within the department and liaise with the technical team in order to achieve objectives Accompany internal and external auditors as and when required and answer questions with knowledge and confidence

## Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of most MS Office Software
Commercial Decision-Making	Understand budget assumptions and ensure delivery of overall budget performance Use stock movement and cost & revenue data to make reasoned commercial decisions
Revenue Generation	Understand revenue target for own area and proactively work to achieve set targets Immediately highlight any issues in achieving revenue objectives to manager Understand passenger requirements and adjust approach accordingly Use specialist knowledge to help inform passengers on products and positively influence revenue generation
Customer Service	Adapt quickly and remain calm when passenger requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for passengers, independently, or in collaboration with colleagues Make and suggest adjustments to the service in response to passenger feedback and understanding of the passenger profile for the cruise
Audit & Compliance	Ensure own area complies with relevant statutory, legal and policy requirements Ensure structured monitoring and reviewing of relevant policies is undertaken Use recorded data to respond to requests from shore-side and on-board auditors providing evidence of compliance Act on any audit findings, applying lessons learnt
Financial Management	Use P&L data from own area and make interpretations of performance from them, explain wastages and variances when required Identify areas of improvement within the product that may reduce overall costs and increase efficiencies
Stock Control	Review stock orders and challenge where unusual or incorrect Use historical data to support discussions if required and investigate any variances Oversee own stock order planning for the longer term (e.g.) future cruises Liaise with Hotel Stores Manager / shore side proactively managing stock levels, identifying any areas of concern

## People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	Present specialist information to non-specialists in a manner in which it can be understood Influence others where appropriate to help make the most effective business decisions
Dealing with Challenging People	Assess challenging situations and make appropriate decisions on when and how to resolve them Confidently and professionally diffuse emotionally charged situations
Quality Assurance	Observe, review and assesses all aspects of the quality of service being provided throughout the department against the agreed quality standards Support Housekeepers to take action and resolve issues when any element of the service or work being carried out is not up to standard

<b>Planning &amp; Prioritisation</b>	Plan work schedules for the team, conducting meetings with Housekeepers to discuss the days priorities and requirements Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities and itinerary
<b>Resource Management &amp; Delegation</b>	Understand the skills and competencies of the staff and deploy them effectively Plan for absences Delegate tasks with clear instructions, expectations and necessary responsibility
<b>Providing Performance Feedback</b>	Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood Coach and train others to provide performance feedback ensuring it is both positive and constructive
<b>Coaching &amp; Mentoring</b>	Hold effective developmental discussions with team members in order to improve delivery of service Act as a coach or mentor for team members, wider line management and subject specialist situations
<b>Training</b>	Identify team training and development needs and support delivery of the training Undertake training sessions with members of the team to increase knowledge and skill and aid succession planning

### **CUK Behaviours** (Refer to the skills profile for detailed CUK Behaviours)

<b>Officer / Supervisor Style</b>	Guides and directs the team in delivering an excellent service to both passengers and crew Thinks about their style and approach and how this impacts the team Works as part of the team to achieve agreed goals Supports and encourages others, helping to build a positive and open culture
<b>Thinking Ahead / Making Change Happen</b>	Thinks ahead when working with a team and helps others to change Identifies problems and actively works to generate solutions
<b>Working with Others</b>	Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and passengers and gives constructive and helpful feedback
<b>Communicating Effectively</b>	Proactive and positive in their communications with the team and others
<b>Customer Centred</b>	Understands how their role can impact the passenger experience and works with team to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service
<b>Acting Safely</b>	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

### **Person Specification**

	Experience of / ability to manage a large team
	Demonstrates commercial awareness of housekeeping operations and the impact on customer satisfaction
	High attention to detail, able to identify areas where cleaning standards are not met
	Passionate about customer service and enjoys working hard to deliver a great service
	Confident in formal social situations and comfortable making conversation with passengers
	Creates a positive working environment building a culture of openness and trust
	Decisive and responsive to emerging situations
	Remains calm and courteous at all times
	Makes sound judgements under pressure
	Demonstrates cultural and interpersonal sensitivity in dealings with others
	Works well with a wide variety of people, regardless of status, background or gender
	Proactive in engaging with and communicating to key stakeholders
	Conscientious about keeping commitments
	Organised, structured and focused on the detail in their approach to work
	Models high standards of ethics and appropriate behaviour
	Considers and manages risk (safety and reputational) in all situations

	Adaptable and flexible in the face of change or unanticipated events
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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