



Head Homekeeper

KRUGER NATIONAL PARK, SOUTH AFRICA

At Singita we refer to our Housekeepers as Homekeepers. A home is a place where one feels that they belong, a place with fond memories, and where one can feel most comfortable, safe, and happy.

Key Responsibilities

The main role of the Head Homekeeper is to be fully responsible of managing the lodge cleaning and preparation to achieve and maintain Homekeeping Standards, in line with Singita Standard of Excellence and SOP.

- The Head Homekeeper reports to the General Manager.
- Managing the outsourced laundry process by ensuring that all items are accounted for and in good order (if applicable).
- Contributing towards the sustainable operations of the lodge, operating within lodge environmental parameters and One Planet Living Principles.
- Training and development of staff in accordance with Homekeeping Standards of Performance (SOPs).
- Performance management of staff to ensure maximum productivity and a positive staff morale.
- Ongoing monitoring of reported maintenance issues and creating snag lists to ensure the standards set by Style and Design are met.
- Managing the lodge laundry to the highest homekeeping standard; by overseeing the laundry to ensure the timeous and careful washing and ironing of linen and guest laundry.
- Monitoring of homekeeping equipment and lodge furnishing to facilitate the upkeep.
- Communicating effectively with lodge management and staff regarding homekeeping issues, standards, and guest requirements.
- Communicating with the homekeeping staff continuously to ensure smooth running of the department and ongoing motivation of staff.

Key Responsibilities

- Achieving service excellence through teamwork.
- Attending the morning meetings to ensure the homekeeping department is up to date with regards to daily operations and special requests.
- Assisting with the control and management of the homekeeping stock.
- Completing monthly stock takes accurately.
- Managing the homekeeping department and stores accurately and effectively.
- Conducting thorough daily room checks to ensure guest suite readiness.
- Ordering of lodge uniforms and ensuring the Appearance SOP and Policy is adhered to.
- Ordering of homekeeping consumables to always ensure sufficient stock within budget limitation and occupancies.
- Recruitment, induction, and probationary check ins of new staff.
- Disciplining of staff in accordance with the company Code of Conduct.
- Controlling and monitoring the homekeeping budgets; as well as compiling the homekeeping budgets accurately.
- Developing and maintaining effective homekeeping systems and training materials to ensure consistency and structure.
- Ensuring brand alignment, and contribution towards ongoing operational improvements.
- All roles at Singita may be required to perform other tasks as reasonably requested from time to time and as required by the business and/or operation. Singita fosters a culture of collaboration, and with this a support of the multi-skilling of staff.

To apply email your CV to SKNPcareers@singita.com or visit:

www.singita.com/about/careers



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Skills & Experience

- Knowledge of world-class homekeeping standards and procedures.
- A good command of the English language. English reading and writing skills are essential.
- The ability to communicate well.
- The ability to work under pressure.
- Strong attention to detail.
- Agility and stamina for physically strenuous work.
- Computer literate – specifically in Microsoft Outlook, Word, and Excel.
- Strong administration ability – particularly in terms of procurement and stock control.
- Previous experience as a supervisor or a manager in a similar establishment.
- Ability to interpret and manage finances.
- Nationality or valid working visa.

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