**Job Description: Housekeeping & Hospitality Supervisor**

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| **Post Details** |  |
| **School:** | Twynham School |
| **Grade:** | Grade 4 |
| **Responsible to:** | Operations Manager |

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| **Main Purpose** |
| To inspire excellence at Twynham School.  The Housekeeping & Hospitality Supervisor plays a crucial role in maintaining a clean, comfortable, and welcoming environment within a school. This position combines responsibilities in both housekeeping and hospitality to ensure the smooth operation of the school's physical spaces while offering exceptional service to students, staff, and visitors. The supervisor works closely with school administrators and other staff members to meet the school's operational needs and enhance the overall experience for all those on campus. |

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| **Duties and Responsibilities** |
| **Housekeeping:**   * Coordinate cleaning and upkeep of classrooms, common areas, restrooms, and other school facilities during the school day, working alongside the cleaning supervisor to ensure continuity of cleaning outside of school hours. * Ensure all areas are maintained to a high standard of cleanliness and organization, adhering to school health and safety guidelines. Ensure all necessary training is undertaken. * Monitor supplies and equipment needed for cleaning, ordering materials as necessary. Ensure they are stored in a safe manner. * Manage the lunchtime supervisor(s) and work with them to ensure dining areas are prepared and cleaned pre/post break and lunch service. * Ensure that safety protocols are followed in all areas of the school, including monitoring potential hazards and addressing maintenance needs promptly. * Maintain good working relationships with other school staff and to co-operate with reasonable changes to daily work routines to assist the smooth operation of the school.   **Hospitality Services:**   * Welcome visitors, parents, and guests to the school, ensuring a friendly, professional, and comfortable environment. * Assist with the setup and organization of events, meetings, and school functions, including arranging seating, catering, and other logistics. * Manage student and staff requests for additional services, such as room setups or special accommodations for meetings or school activities. * Maintain a professional and approachable demeanour while interacting with students, staff and visitors. * Coordinate with other departments (e.g., catering, site team, IT) to ensure seamless service for school events and activities. * Assist in the planning and execution of school events, from set-up to clean-up. * Ensure all event spaces are clean, properly arranged, and equipped with necessary amenities. * Coordinate food and beverage services for school functions, ensuring all guests are well-attended. * Help manage logistics and troubleshooting during events to ensure they run smoothly. * Provide input on ways to improve the school’s physical environment and overall hospitality services. * Monitor feedback from staff, students, and visitors and make adjustments as necessary to enhance the school’s service offerings. |

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| **Safeguarding Duties and Responsibilities** |
| * Promoting and safeguarding the welfare of children and young people in accordance with the school’s Safeguarding and Child Protection policies. |

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| **Other Duties** |
| * The role typically requires the ability to move between different areas of the school, from classrooms to event spaces, and may involve standing, bending, or lifting light loads as part of the setup or cleaning process. * Work hours may vary based on school events or special requirements, including occasional evenings during the course of the academic year. * All Twynham Learning staff may periodically be expected to carry out tasks and duties within their area of competence that are not listed herein, as directed, to meet the needs of the Trust. The particular duties and responsibilities may vary from time to time. |

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| **Twynham Learning Attributes for all Staff** | |
| * Ambition for excellence * Professionalism * Humility * Championing change | * Inclusiveness * Positivity * Community-mindedness * Being collaborative |

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| **Qualifications, Knowledge, Skills and Attributes** |
| **Essential:**   * Proven experience in a housekeeping or hospitality role, preferably within an educational or institutional setting. * Strong organizational skills and attention to detail. * Excellent interpersonal and communication skills, with the ability to interact effectively with a variety of stakeholders (students, staff, parents, and visitors). * Ability to manage multiple tasks simultaneously in a fast-paced environment. * Basic knowledge of cleaning procedures, safety regulations, and maintenance processes. * A positive and proactive attitude with a customer service mindset. * Ability to work independently and as part of a team.   **Desirable:**   * Level 3 or higher qualifications * Evidence of recent and relevant training * Training in facilities management, hospitality field |

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| **Notes** |
| * This job description may be amended at any time in consultation with the postholder. |

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| **Key/Glossary of Terms** | |
| TS = Twynham School  TL = Twynham Learning |  |