



ALL AFRICA HOUSE: HOUSEKEEPING SUPERVISOR (Payclass 06)

Commercial Development (Hospitality) Properties and Services Department

The Commercial Development department, a division of the Properties and Services at UCT, invites applications from suitably qualified and experienced candidates for this permanent Receptionist position, for appointment as soon as possible.

The main purpose of this position is to co-ordinate, manage and supervise the housekeeping department. It is required that the incumbent maintain the Standard Operating Procedures (SOP) within Housekeeping in line with the hospitality industry norms.

Minimum requirements:

- NQF 4- (Grade 12)
- Four-years relevant housekeeping experience in the hotel industry. Two of these years must be in managerial roles
- Attention to detail and accuracy.
- Basic computer literacy.
- Basic mathematical skills necessary to analyse reports, forecast and prepare budgets accordingly.
- Conflict resolution and mediation skills.
- Professional appearance and attitude.
- Ability to coordinate and cooperate with other departments regarding housekeeping services.
- Good stakeholder relationships with team members, vendors and contractors.
- Ability to stand, walk, bend, reach and move continuously to inspect rooms on all floors.
- Detail orientated and ability to deal promptly with any guest queries.
- Ability to access and accurately input information using a computerised system.
- Excellent time management skills and ability to work well in a high-pressure environment.
- Ability to respond appropriately to diverse customers and guests.

The following will be advantageous:

- Knowledge and management experience in graded (*) hotel.
- Knowledge of UCT policies and procedures.
- Experience with a property Management System.

Responsibilities include but are not limited to:

- Implement and execute the cleaning and housekeeping plan by monitoring and controlling the procedural applications associated with cleaning operations (systems and manuals).
- Manage and implement cleaning task lists and schedules.
- Resolving service-related disputes/conflicts, informing management of concern or attending to routine complaints.
- Evaluate and correct deviations or non-compliance with safety and standard operating procedures.
- Acting on or reporting and seeking approval and guidelines on specific cleaning procedures.
- Prepare the monthly roster for the housekeeping department taking into consideration the operational requirements.
- Co-ordinate and control the tasks/activities of cleaning staff, allocate and prioritize outcomes.
- Ensure that all relevant reporting documentation (amenities, linen and chemicals) are completed on a daily, weekly and monthly basis respectively.
- Responsible for the daily inspection of all the rooms, conference facilities, restaurant and public areas to ensure compliance.
- Responsible for the daily, weekly and monthly tasks associated with the management of the laundry facility.
- Conduct monthly stock taking of items in use and buffer stock and provide management with stock record about status of stock highlighting any discrepancies.
- Report to management any faulty appliances and/or maintenance related problems for appropriate action.
- Ensure that stock records orders are placed timeously to ensure the stock is on par.
- Reconcile delivery notes with invoices.
- Evaluate condition of furniture, fixtures, décor etc.

The annual remuneration package, including benefits, is between R265 286,00 and R312 098,00 depending on experience and qualification.

To apply, please e-mail the below documents in a **single pdf file** to Patrick Rezandt at patrick.rezandt@uct.ac.za

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

Please ensure the title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete.

As per norms in the Hospitality Industry, the position requires the incumbent to work shifts including weekends and public holidays and periods where the university may be closed for academic purposes. Possess physical fitness and agility to navigate the workplace efficiently. Must pass a physical fitness assessment.

Only shortlisted candidates will be contacted and may be required to undergo an assessment.

Telephone: 021 650 1076
Website: stayandconnect.uct.ac.za
Reference number: E241114
Closing date: 19 November 2024

"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf."

UCT reserves the right not to appoint.