



**Village Accommodation Supervisor – Temporary Contract
Campus Life Services, University of Limerick**

Job Description

The overall role

The primary role of the Village Accommodation Supervisor is to be responsible for inspecting cleanliness of accommodation, uphold high standards and supervising accommodation assistants. Supervisors will also clean the apartments and houses on campus and creating a welcoming environment to all Village guests.

Applicants should:

- Have previous accommodation experience within a hotel or similar working environment
- Have a friendly and welcoming personality
- A proven record of excellent customer service
- Have excellent communication skills
- Be able to demonstrate very good team work and demonstrate initiative to work on their own
- Have a high level of attention to detail and the ability to multi task
- Have a willingness to learn, use own initiative & ability to adapt to different situations
- Have experience in leading teams
- **Be available for weekend work**

Main Activities:

Managing the Accommodation Team, Checking Cleaning Standards, Cleaning Apartments & Houses

1. To undertake all training as required
2. To follow the companies health & safety guidelines, as per induction
3. Co-ordinate the accommodation teams and allocate the cleaning requirements to the team for the day
4. To carry out cleaning requirements as allocated during the working shift to the standards outlined in your training
5. To be familiar with Campus Life Services cleaning processes and cleaning equipment and to ensure that your accommodation team are following all processes correctly
6. Assign duties and aspects of work to the accommodation team members through excellent communications methods
7. Ensure the highest quality of cleaning is carried out in all Villages by monitoring the work carried out by your team and highlighting areas for improvement
8. Ensure that your team are motivated throughout the season through positive reinforcement and feedback
9. To carry out accommodation inspections and issue call backs where necessary
10. Assist in the training of new team members that may join during the season
11. To greet customers you meet in the village in a positive and friendly manner



12. To be aware of a guests presence and belongings while cleaning their room and apartment/house
13. To understand operational issues in the village e.g. how to work the oven, how to work the heating
14. To log maintenance/repair issues with reception when you notice them in the accommodation
15. To communicate efficiently with the Village Management and reception team so that they know what rooms are ready for check in, as they become available
16. To keep all trollies and store areas well stocked and clean at all times
17. To co-ordinate linen orders and collection with the Village Management for the Laundry company
18. Manage the inventory replacement process and ensure it is restocked correctly and with a high level of attention to detail to ensure that all items are present and clean
19. To carry out any other tasks as directed by the manager
20. To be flexible in relation to shifts and days available for work
21. Be available to work in any 7 of the campus residences, including moving villages mid-day
22. To report to village management on a regular basis any staff issue or underperformance
23. Be presentable and well groomed and adhere to uniform guidelines