



Campus Life Services
UNIVERSITY OF LIMERICK

Team Leader; Accommodation Services
Campus Life Services, University of Limerick

Job Specification

The overall role

The primary role of the Team Leader is to support the Village Management by planning, organising and supervising the overall operation of the Village operations.

Requirements:

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

Main Activities:

The team leader will support the village management team in all aspects of the village operations. While the main duties will fall under accommodation supervision, administration duties will be involved.

Hours of Duty

The Team Leader will be required to work a seven hour shift (plus one hour lunch break), any five days in the week, between Sunday – Saturday. The hours of work can vary between 8am and 8pm/

Reception Duties

1. To support the reception team during busy periods – including check in

Planning Housekeeping Schedule

1. To plan the staffing requirements in conjunction with the roster coordinator for each roster period on a weekly basis within budget and to strict time restraints
2. To manage the daily requirements by allocating tasks to individual team members e.g. Village servicing requirements, store management, inventory replacement, laundry control

Inventory Management & Store Management

1. Be familiar with the Store Management Process and ensure that all team members follow it
2. To ensure that all stores are presentable and safe working environments on a daily basis
3. To ensure that all stores are ready for work the next day with trollies and stock prepared prior to departure each day
4. To ensure that inventory stock in all stores is at the required base levels

Laundry

1. Calculate required stock levels of linen and towels in advance and ensure that requirements are met by ordering the delivery of stock from the central linen store
2. Ensure quality of linen laundering by spot-checking linen and towels both in guest rooms and in the village store
3. Be aware of collection dates for linen and towels. Ensure that soiled laundry is ready for collection in advance of this and that sufficient store space is available for returned stock
4. Ensure linen and towels are stored in a correct and proper manner in both the village inventory stores and linen laundry stores
5. Responsible for monitoring the rate of return of rejected linen and keep to agreed procedure to deal with

People Management

1. Monitor team attendance and performance in conjunction with the company time management system and temporary staff working terms and conditions to ensure the highest degree of staff motivation and cooperation
2. To manage the performance of the accommodation supervisors and support their role by providing guidance on any team performance issue
3. To train or organise training for new staff throughout the summer

Communication

1. To liaise with the reception team in the morning for group arrivals / special requests / types of servicing
2. Hold a daily brief in the morning with the accommodation team to communicate what groups are currently in house, what is required from the team for the day ahead and answer any queries that may have arisen
3. To liaise with reception throughout the day to update on room status
4. Hold a daily debrief at the end of the day with the accommodation team to clarify what has been completed, if work is outstanding and why

Health & Safety

1. Ensure that all team members are following the trained health and safety guidelines in relation to cleaning product use, manual handling, fire safety and accident prevention
2. To complete a workplace accident form for any accidents such as trips or falls that occur

Quality

1. Ensure that the highest degree of guest satisfaction is provided
2. Spot check 10% of daily arrivals to ensure that standards are consistent across the villages. This will include inventory, cleaning and quality of same
3. Be responsible for investigating and rectifying any negative customer feedback that is received regarding cleanliness and accommodation presentation
4. Recommend improvements in the processes and service to ensure that we are continuously providing the best experience to our customer as possible

Other

1. To be familiar with Campus Life Services administration procedures and systems
2. To be familiar with the Campus Life Services emergency, incident, accident and disciplinary procedures and to report, in writing, any relevant matters to the Village Management
3. To ensure that the supervisors are reporting any maintenance defects and hazards with the degree of urgency appropriate to the situation to the village reception.

On Call Duty:

1. The Team Leaders **may** be required to live on site to respond to late check in and emergencies. Accommodation is given in exchange for the on-call hours
 - a. To cover on call duty mid-week and at weekends
 - b. Normal duty periods will be 20h00 – 08h00 but will vary depending on the business levels and reception opening hours in villages
 - c. To be always available on site whilst on call
 - d. To complete and submit nightly activity logs and incident reports