

Lodge Supervisor

Job Description

Purpose of Role

The Lodge Supervisor is responsible for overseeing the day-to-day housekeeping operations of the hotel's lodges, cottages, and apartments, ensuring they are maintained to the highest standards of cleanliness and presentation. The role is primarily housekeeping-focused, with additional responsibility for supporting and supervising housekeeping operations within the main hotel during quieter lodge periods. The aim is to deliver a consistently high-quality, welcoming environment for all guests.

Key Responsibilities

Housekeeping Operations (Lodges)

- Lead and carry out the cleaning and preparation of all lodges, cottages, and apartments to the highest standard.
- Ensure all accommodation is fully prepared for guest arrivals, creating a comfortable and well-presented environment.
- Conduct regular inspections to maintain consistency and attention to detail.
- Monitor and maintain stock levels of linen, cleaning materials, and guest supplies.

Supervision & Team Leadership

- Supervise housekeeping team members working across the lodges, ensuring tasks are completed efficiently and to standard.
- Allocate daily tasks and support the coordination of workloads.
- Assist with training new staff and provide ongoing guidance to maintain performance and standards.
- Lead by example with a hands-on approach to housekeeping duties.

Hotel Housekeeping Support

- Support and supervise housekeeping operations within the main hotel when lodge activity is lower.
- Work closely with the Head Housekeeper to ensure smooth and consistent operations across all areas.
- Maintain the same high standards of cleanliness and presentation throughout the hotel.

Standards & Compliance

- Ensure all cleaning, health & safety, and security procedures are followed at all times.
- Carry out regular checks of accommodation and public areas to ensure compliance with hotel standards.
- Report maintenance issues promptly and follow up where required.

Guest Experience

- Support a positive guest experience by ensuring accommodation is clean, comfortable, and well-maintained.
- Respond to guest requests or issues in a professional and timely manner when required.

Key Requirements

- Previous experience in a housekeeping supervisory role within a hotel, lodge, or similar environment.
- Strong organisational skills with the ability to manage multiple priorities.
- Attention to detail and a commitment to high standards.
- Good communication and interpersonal skills.
- Knowledge of health and safety practices within hospitality.
- A proactive, hands-on approach with the ability to lead and motivate a team.

This role is suited to someone who takes pride in maintaining high standards, is confident supervising a team, and is flexible in supporting both lodge and hotel housekeeping operations.