

Position Description

Title	Housekeeper	Date Prepared	01.07.2026
Reports to	Cleaning Manager	Approved by	HR

Main Purpose of Role

The Housekeeper is responsible for maintaining a consistently high standard of cleanliness, hygiene, and presentation across accommodation, amenities, and shared areas to ensure a safe, comfortable, and welcoming environment. The role contributes to the efficient day-to-day operation of the facility by completing cleaning duties in accordance with established schedules, procedures, and quality standards. Housekeepers work collaboratively with the wider team to deliver exceptional service while adhering to workplace health and safety requirements,

Key Responsibilities

Tasks Include:

- Clean and service guest rooms, bathrooms, common areas, offices, and other designated spaces to established quality standards.
- Make beds, replenish linen, towels, toiletries, and amenities, ensuring all areas are clean, safe, and well presented.
- Safely operate and maintain cleaning equipment and promptly report any faults, hazards, or maintenance issues.
- Follow cleaning schedules, infection control procedures, workplace health and safety requirements, and organisational policies.
- Collect, remove, and dispose of waste and recyclable materials in accordance with approved procedures.
- Monitor housekeeping supplies, replenish stock as required, and report shortages to the appropriate supervisor.
- Report maintenance issues, damaged property, lost property, and safety concerns in a timely manner.
- Deliver courteous and professional service to guests, staff, and visitors while working collaboratively with the housekeeping team to achieve operational standards.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Cleaning Quality and Presentation	Maintain all assigned accommodation rooms, bathrooms, common areas, and workspaces to the organisation's cleanliness, hygiene, and presentation standards. Ensure tasks are completed accurately, efficiently, and within scheduled timeframes.
Safety, Compliance and Asset Care	Comply with all workplace health and safety requirements, infection control procedures, and organisational policies. Safely use cleaning equipment and chemicals, identify and report hazards or maintenance issues, and contribute to protecting organisational assets.

Teamwork and Customer Service	Work collaboratively with colleagues and supervisors to achieve daily operational objectives while providing courteous, professional, and responsive service to guests, residents, staff, and visitors. Contribute to a positive team culture through effective communication, reliability, and accountability.
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Acceptance

I, _____, have read and understood the responsibilities contained within this document. I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____ **DATE:** _____