



Senior Housekeeper Supervisor

Job Title	Full-Time Senior Housekeeper Supervisor
Department	Estates & Housekeeping
Reporting To	Head Estates & Housekeeper
Direct Reports	Housekeeping Supervisors
Peer Relationships	Fellow Housekeeping Team
Contract Type	Permanent

ABOUT LOCH INSH

Loch Insh Outdoor Centre is an award-winning holiday destination in the Cairngorms National Park. Set in 15 acres of mature woodland on the shores of Loch Insh, the business encompasses a 20-room main lodge, 13 chalets, two apartments, an events venue, and The Boathouse Restaurant, alongside a thriving watersports and ski sports activity centre.

See www.lochinsh.com.

WHAT ARE YOU HERE TO DO?

As the Senior Housekeeping Supervisor you are the brains, backbone and cleanliness standard setter of all housekeeping operations within Loch Insh accommodation estate. You are responsible for scheduling available staff resources across housekeeping and laundry operations and planning the recruitment of seasonal housekeeping staff and engagement of external agency contractors to meet the peaks and troughs of demand.

You are also responsible for setting cleanliness standards across all guest accommodation across the estate. In conjunction with the Estates and Housekeeping Manager you will coordinate deep cleans during the quieter times of year and inducting new employees and training them to an ability where they can

You report directly to the Head of Estates and Housekeeping and you line-manage your housekeeping team directly.

WHAT WILL YOU SPEND YOUR TIME DOING?

1. COMPLIANCE & SAFETY | *Compliance & Licensing*

- Ensuring all Housekeeping employees are onboarded through relevant Brightsafe training programs regarding COSHH, other HSE employee guidance.
- Ensuring all Housekeeping employees are trained in the systems and standards of Loch Insh.
- Ensuring all equipment used by employees is maintained to a high standard.
- Ongoing development of SOPs and Risk Assessments where appropriate for daily tasks.

2. PROFITABILITY | *Financial Management*

- Owning all Housekeeping cost of sales (primarily wages against sales) and contributing to annual budget-setting for your department.



- Monitoring and managing labour costs against a NET Pay-to-Sales targets (15% benchmark) through effective rota planning through the year.
- Participating in monthly financial performance reviews with the MD or Finance Manager.

3. INSPIRE | Curriculum Design & First Contact

- Taking ultimate responsibility for the customers first impression of the accommodation offering at Loch Insh.
- Leading recommendations of ways to simplify the accommodation offering for ease of cleaning whilst delivering an inspiring first impression.
- Leading quality control and delivery of accommodation changes between guests.
- Setting and upholding an Inspiring work environment.

4. NURTURE | Coaching Standards & People Leadership

- Recruiting, inducting, and developing a team of housekeepers.
- Leading recommendations for upgrades to provide a nurturing guest experience whilst in accommodation.
- Setting clear performance expectations for all staff in your team, conducting regular reviews, and managing performance where standards are not met.
- Creating a positive team culture where your team are engaged, competent, and proud of the service they deliver.

5. MASTER | Qualification Course Delivery / Stakeholder Communication

- Planning and Coordinating the learning opportunities for your team in other departments of Loch Insh, so they gain experience and exposure to other branches of hospitality.
- Where external training may be provided through UHI or Apprentisships, liaising with external training bodies for assessment courses within training blocks.

6. SUSTAIN | Preserving Worthwhile Heritage & Leaving a Legacy

- Taking time to observe and understand existing systems, culture, and processes before implementing change.
- Consulting with your senior team, your peers in Sales and Marketing, and other Heads of Department before enforcing significant operational changes.
- Regularly updating Standard Operating Procedures for key activities conducted within your department.
- Ensuring all paperwork, SOPs, and licences are current, and building capacity within your team so that compliance does not depend solely on you.

KEY MEASURES

Key Measure	Target / Indicator
EHO / HSE Compliance	TBC
Pay-to-Sales (Total Labour)	Target 15% or below
GP	TBC
Guest Satisfaction	TripAdvisor ratings; internal NPS / feedback scores
Staff Retention & Development	Turnover rate; training completions per trimester
Team Certification Compliance	All staff certifications in date



PERSON SPECIFICATION

Essential

- Proven track record in the housekeeping industry.
- Proven track record in program planning and delivery
- Proven ability to lead, develop, and performance-manage an employee team.
- Comfortable communicating at all levels.

Desirable

- Financial acumen: GP accountability, Pay-to-Sales monitoring.
- Familiarity with online learning platforms and integration of digital platforms.