

Post Title:	Location Base:	Reporting To:
Cleaning Supervisor	Littledown	Customer Operations Manager

About BH Live

BH Live is a leading operator of leisure and event venues – a registered charity and social enterprise. Our vision is to create sustainable and inspiring opportunities, deliver great experiences for our communities and improve health and well-being.

bhlive.org.uk

Summary of role

To maintain the highest levels of cleanliness and hygiene throughout the centre by adopting a “hands on” approach alongside the housekeeping team.

Key responsibilities

- To manage the workload fairly throughout the housekeeping team
- To monitor the daily duties and responsibilities of the housekeeping team, ensuring records are maintained, reporting any issues to the Customer Operations Manager.
- To lead the housekeeping team by undertaking cleaning duties alongside them, ensuring that they are kept motivated and achieve set standards and objectives.
- To ensure complaints regarding housekeeping standards are kept to a minimum and to resolve any complaints received to ensure that acceptable standards are maintained.
- To establish a good liaison with the facilities management department and to ensure maintenance faults are reported proactively for response and repair.
- Review the shift working schedule and processes on a regular basis with the Customer Operations Manager.
- Assist with the purchasing of cleaning equipment and materials.
- Ensure that all weekly housekeeping checks are completed, recorded and appropriate action carried out within specific timescales.
- Ensure that weekly spot-checks and audits of cleaning effectiveness are conducted, and issues resolved with good communication with the wider housekeeping team and identify any training needs.
- Assist with the planning of high level/deep cleaning.
- Assist the Customer Operations Manager with reviewing the cleaning programme on a periodic basis to ensure the housekeeping team effectiveness across all operational areas of the site.
- To induct and train new staff and organise ongoing training for existing staff.
- To assist the Customer Operations Manager with monitoring performance of all staff, probationary reviews and annual Personal Appraisal and Development Reviews.
- Contact with Housekeeping Team, Customer Operations Manager, Customer Service Manager, Technical Manager, Recreation Manager, General Manager

Skills and experience

Details	Criteria
Practical housekeeping experience within a Leisure or Hospitality/Hotel environment	Essential
Experience of supervising, directing and co-ordinating front-line staff	Essential
Previous experience of working in a customer facing role	Essential
Good leadership skills and the ability to have difficult conversations	Essential
Be able to motivate a team	Essential
Demonstrate a strong 'eye for detail' and be able to identify faults and help find resolutions	Essential
Good time management and the ability to priorities your work and the work of others	Essential
Information technology skills (use of keyboard, mouse and windows software)	Essential
Creative thinking skills	Essential
Delegation skills	Essential
Multi-tasking skills	Essential
Interviewing skills	Desirable
Good understanding of health and safety within the leisure and hospitality industry, with a focus on the safe use of cleaning products	Essential
An understanding of Quest and how to provide a good level of service that offers good value for money.	Desirable
An understanding of the centres rules and regulations and all relevant policies and procedures.	Essential
Approach your duties with a positive attitude	Essential
Have a passion to provide excellent customer service	Essential
Ability to work unsociable hours (shift work) which will include weekends, evenings and bank holidays.	Essential
Ability to remain calm, professional, and levelheaded under pressure	Essential
Qualifications	
Details	Criteria
GCSE or equivalent in English & Maths – Grade 4/C or above	Desirable
Recognised Supervisory management Qualification	Desirable
Recognised Service industry or H&S Qualification	Desirable

Owner: HR

Date updated/date effective from: 3.9.2025