

Job Title:	Housekeeping Operations Manager
Reports to:	Health, Safety and Soft Facilities Manager
Location:	Goodenough College and Goodenough Hotel London
Contract type:	Full Time permanent, 40 hours a week
Working days:	5 out of 7, weekend and out of hours working required

Job purpose

The Housekeeping Operations Manager, employed by Goodenough College, is responsible for the day-to-day delivery of housekeeping services across two residential accommodation buildings and the 4* boutique Hotel, all located around Mecklenburgh Square. Reporting to the *Health, Safety and Soft Facilities Manager*, the post holder oversees the outsourced housekeeping team to ensure high standards of cleanliness, presentation, and service are consistently achieved. The Housekeeping Operations Manager provides on-site management, operational coordination, and support to ensure services meet College and Hotel requirements, and that Members, guests, and visitors enjoy a safe and welcoming environment.

Key responsibilities

1. In collaboration with the Hotel General Manager/ Operations Manager and Deputy Soft Facilities Manager, provide day-to-day direction and oversight to the Hotel and College Housekeeping Manager (contractor-employed).
2. Work with Housekeeping Managers (College and Hotel) to plan and schedule services in line with College and Hotel requirements.
3. Monitor the delivery of housekeeping services to ensure agreed standards and KPIs are consistently achieved via scheduled audits and unscheduled inspections ensuring issues are addressed promptly and effectively.
4. Keep records relevant to contractual KPIs, gather information, and contribute to reports. Escalate underperformance to Health, Safety and Soft Facilities Manager
5. Monitor the allocation of resources and the management of housekeeping staff by the contractor, intervening when necessary to maintain service quality.
6. Communicate stakeholder requests to Housekeeping Managers and ensure they are completed within agreed timeframes.
7. Oversee and coordinate subcontracted services (e.g., window cleaning, waste management, linen) and confirm they meet agreed specifications.
8. Inspect and sign off all periodic and deep cleans.

9. Support and drive the delivery of the College housekeeping improvement plan, working with the contractor to implement actions and monitor progress against agreed deadlines.
10. Actively support recruitment and retention by working with contractor on staffing needs, participating in the selection process for managers, supervisors, and, when required, front-line team members, to ensure alignment with College standards and culture.
11. Monitor the performance of the contractor's Housekeeping Managers and Housekeeping Supervisors, providing feedback, motivation, and guidance as appropriate.
12. Provide guidance to Housekeeping Managers and Housekeeping Supervisors to maintain service standards and support the development of procedures, making use of contractor resources.
13. Highlight areas requiring corrective action and ensure performance issues are escalated through the contractor's management channels.
14. Ensure adequate cover, resource allocation, and training are in place through the contractor's management structure.
15. Act as the main day-to-day contact between the College, contractor, and internal stakeholders on housekeeping matters.
16. Attend College and departmental meetings, providing updates and reports on service operational performance.
17. Build strong working relationships with stakeholders, contractor's site management team, and other service leads.
18. Ensure a positive experience for Members, guests, and visitors by managing feedback and owning the complaints process, including responding to and following up on escalations.
19. Monitor compliance with legal, regulatory, and College standards through regular checks, as instructed by Health, Safety and Soft Facilities Manager. Work with contractor to align hazard reporting, RAs, SOPs, SSoW, and COSHH documentation.
20. Identify and recommend opportunities for service development, innovation, and best practice.
21. Verify contractor billing (variable invoicing) to ensure accuracy and compliance with agreements.
22. Support departmental projects, College events, and wider organisational initiatives as required and assigned.

Skills & Experience

- Proven experience in managing housekeeping or soft services within hospitality, healthcare, education or facilities management.
- Strong knowledge of cleaning standards and industry best practice
- Excellent organisational, planning, and problem-solving skills.
- Strong leadership qualities with the ability to influence and direct contractor teams through their managers.
- Experience of personnel management.
- Experience monitoring or managing third-party contractors.

Personal Attributes

- Professional, approachable, proactive and service-oriented.
- Detail-focused with a strong commitment to quality and safety.
- Collaborative, with the ability to build constructive relationships across College, contractor, and stakeholders.
- Flexible and solution-focused, able to balance competing priorities and incentives.