

HEAD OF HOUSEKEEPING

1. JOB PURPOSE

The **Head of Housekeeping** will be responsible for the overall management and delivery of housekeeping, laundry, and public-area services within the camp. The role ensures that all guest tents, public areas, staff facilities, back-of-house areas, and related facilities are maintained to the highest standards of cleanliness, hygiene, presentation, comfort, and safety. The position requires a hands-on and highly organized housekeeping professional capable of operating effectively in a **remote safari camp environment**, while maintaining luxury hospitality standards and creating a consistently exceptional guest experience.

2. KEY RESPONSIBILITIES

A. Housekeeping Operations

- Manage the day-to-day operations of the housekeeping department.
- Ensure all guest tents/rooms are cleaned, serviced, inspected, and presented according to camp standards.
- Conduct regular inspections of guest rooms, tents, bathrooms, public areas, and back-of-house facilities.

- Ensure rooms are correctly prepared before guest arrival and properly serviced throughout the guest's stay.
- Coordinate morning and evening room servicing, including turndown services where applicable.
- Ensure all guest amenities, toiletries, linen, towels, and room supplies are replenished appropriately.
- Maintain high standards of cleanliness, presentation, hygiene, and attention to detail.
- Ensure special guest requests and VIP arrangements are properly coordinated and delivered.
- Monitor and respond promptly to housekeeping-related guest requests and complaints.

B. Public Areas

Ensure the highest standards of cleanliness and presentation are maintained in:

- Main guest areas
- Dining areas
- Reception areas
- Guest walkways and surroundings
- Public washrooms
- Outdoor guest areas
- Staff areas
- Offices and back-of-house facilities

Regular inspections should be conducted to identify and rectify any cleanliness, maintenance, or presentation issues.

3. LAUNDRY MANAGEMENT

- Oversee all camp laundry operations.
- Ensure guest laundry, linen, towels, staff uniforms, and other washable items are handled professionally.
- Ensure correct sorting, washing, drying, ironing, folding, storage, and distribution of laundry.
- Maintain proper records of guest laundry.
- Ensure linen is available in sufficient quantities for daily operations.
- Monitor linen par levels and identify shortages or excessive losses.
- Ensure damaged or worn-out linen is identified and removed from circulation appropriately.
- Ensure laundry equipment is operated safely and maintained properly.
- Control the use of laundry chemicals, detergents, and other consumables.

4. TEAM LEADERSHIP AND PEOPLE MANAGEMENT

- Supervise, motivate, and develop the housekeeping team.
- Prepare and manage daily duty rosters and work allocations.
- Allocate rooms, tents, public areas, and other duties fairly and efficiently.
- Conduct daily briefings with the housekeeping team.
- Train staff on housekeeping procedures, hygiene, guest service, safety, and camp standards.
- Conduct regular on-the-job coaching and skills development.
- Monitor staff attendance, punctuality, grooming, conduct, and performance.
- Address performance issues promptly and professionally in accordance with company procedures.
- Encourage teamwork, accountability, discipline, and a positive working environment.

- Participate in staff performance appraisals and development plans.

5. STOCK AND INVENTORY CONTROL

The Head of Housekeeping will be responsible for effective control of departmental stocks, including:

- Maintaining accurate stock records.
- Conducting regular stock counts.
- Monitoring minimum and maximum stock levels.
- Preparing requisitions based on operational requirements.
- Preventing wastage, misuse, pilferage, and unnecessary expenditure.
- Ensuring all housekeeping stores are properly organized and secured.
- Reporting damaged, lost, or missing items to management.

6. COST CONTROL

- Manage housekeeping expenditure within the approved departmental budget.
- Monitor consumption of cleaning chemicals, amenities, linen, and other supplies.
- Minimize wastage while maintaining required service standards.
- Monitor overtime and casual labour requirements.
- Ensure efficient utilization of staff and resources.
- Identify opportunities to reduce operational costs without compromising guest experience.
- Participate in monthly departmental stocktaking and cost reviews.

7. QUALIFICATIONS AND EXPERIENCE

Minimum Qualifications

- Diploma or Certificate in **Housekeeping, Hospitality Management, Hotel Management, or a related field**.
- At least **4 years' experience in housekeeping**, preferably within a luxury safari camp, lodge, or similar hospitality environment.
- At least **3 years in a supervisory or senior housekeeping position**.
- Previous experience working in a **remote safari camp or lodge environment** is highly desirable.
- Strong knowledge of housekeeping and laundry operations.
- Good understanding of hygiene, sanitation, and occupational safety standards.

8. KEY COMPETENCIES

Strong leadership and team management skills.

- Excellent attention to detail.
- High standards of cleanliness and presentation.
- Strong organizational and planning skills.
- Guest-service orientation.
- Integrity and accountability.
- Ability to work under pressure.
- Problem-solving ability.
- Cost-consciousness.
- Good communication skills.
- Coaching and staff-development skills.
- Ability to work independently.

- Flexibility and adaptability.
- Commitment to conservation and environmental responsibility.

9. KEY PERFORMANCE INDICATORS (KPIs)

Performance will be measured against the following areas:

- Housekeeping Standards
- Guest Satisfaction
- Team Management
- Cost Control
- Inventory Management
- Hygiene & Safety
- Sustainability

Please send your CV along with a cover letter to:

careers@karenblixengroup.com

We look forward to reviewing your application.