

Assistant Head Housekeeper, Deputy Head Housekeeper, Housekeeping Supervisor, Accommodation or Room Manager

Specific Characteristics required

For recruitment and selection purposes it is useful to consider whether the individual has examples to evidence these characteristics. These may be from previous jobs in housekeeping or from other contexts such as voluntary work or hobbies. For this role previous experience in housekeeping roles at Florr supervisor level will be essential.

It may be useful to rank the characteristics where 1 is very applicable and 5 is not applicable at all.

For retention, training or skills development purposes you can map an individual's current skills profile and see where the gaps are. You can use these lists for appraisals as well. The individual should be able to demonstrate characteristics or identify those that they need to develop.

The characteristics can form the basis of a form to guide you through recruitment, selection or development. The language is carefully designed to reflect the job role and you should be able to identify everyday examples.

Knowledge and understanding

- A broad knowledge of accommodation management and the function and importance of accommodation provision
- Demonstrate knowledge and understanding of the reasons for maintaining standards to achieve this

Practice: applied K&U

- Use some of this K&U in planning the provision of accommodation servicing for a given area
- Demonstrate application in both routine and non-routine contexts

Generic Cognitive

- Present and evaluate arguments, information and ideas which are routine to accommodation servicing
- Use a range of approaches to address defined and/or routine problems and

Mapping the Profile

What level of 'Knowledge and understanding' do they have?

Are they able to apply their knowledge and understanding?

Does the individual demonstrate ability to problem solve?

<p>issues with familiar contexts</p> <p>Communication, ICT and numeracy Use a wide range of routine skills and some advanced skills to;</p> <ul style="list-style-type: none"> • Communicate in both familiar and new contexts • Convey complex ideas in well-structured form • Use standard ICT applications to process and obtain information • Use numerical and graphical data to measure progress <p>Autonomy, accountability and working with others</p> <ul style="list-style-type: none"> • Exercise some initiative and independence in carrying out defined activities at a professional level • Take supervision in less familiar areas of work • Take some managerial responsibility for the work of others within a defined and supervised structure • Manage limited resources within a defined area of work 	<p>Can the individual demonstrate appropriate levels of communication [written and oral], use of ICT and numeracy?</p> <p>This job invariably requires aspects of autonomy, team working and responsibility. Can the individual demonstrate their ability in these aspects?</p>
<p>Personal attributes These attributes are really a summary of the characteristics outlined above. If you are carrying out an appraisal they would form the main part of the document. Without these an individual would struggle to undertake their role effectively. It is therefore a good guide to the skills gaps that may need to be addressed. It may be useful to discuss these with the individual and get them to rank them in order of competency.</p>	
<p>An Assistant Head Housekeeper should be able to quickly become effective in a work role and will be able to;</p> <ul style="list-style-type: none"> • Work autonomously and exercise some initiative and independence • Take on the supervision of others within defined areas of work • Manage resources relating to their area of work • Implement and plan work within familiar contexts including using a range of approaches to address the sort of problems that routinely arise 	<p>Give examples where possible of situations you have achieved this. Make a note of challenges.</p>

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| <ul style="list-style-type: none">• Use routine professional skills, techniques and practices• Use a wide range of skills to communicate complex ideas and information to process and obtain information and to measure progress and achieve goals• Evaluate work that has been carried out including taking account of their own and others roles and responsibilities | |
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Previous experience and qualifications

Individuals looking for employment or in current employment will have a range of experience and maybe qualifications too. These may not always be job specific and sometimes it is hard to work out which are applicable. This job role is identified as being about level 7 on the SCQF so any qualifications with the same level are likely to provide appropriate characteristics. This does not mean the practical skills and you may find that school and college qualifications will often be academic rather than with work experience. Always ask if they had work, vocational or practical experience.

A qualification at SCQF 5 or 6 such as an SVQ will be below requirements in terms of characteristics required so you may wish to enquire further about things like autonomy and responsibility. Those at SCQF 8 such as a HND should demonstrate characteristics above the requirements but it may be a good idea to focus on the practical application of knowledge gained.

Membership of a professional association usually demonstrates that an individual is interested in their career and sees it as a profession.

Time served in the industry or a similar role such as a supervisor in a cleaning company should also be taken into account. Take time to enquire about the role, functions and characteristics of previous jobs and encourage the individual to provide examples. Remember that experience in a range of contexts such as small guest house, public sector cleaning or a care home is valuable. This is a senior level post so previous experience would be essential.