Job title	**Assistant Head Housekeeper, Deputy Head Housekeeper, Housekeeping Supervisor, Accommodation or Room Manager**		
Job purpose	Support the management of the Housekeeping operation	**SCQF Level**	7

Core functions	**Specific Characteristics required**	**Attributes**
Assist with the following; 1. Implement , monitor and evaluate housekeeping procedures 2. Manage guest security and privacy in accordance with legislative and organisational procedures 3. Manage room availability to maximise revenue potential 4. Liaise with others to manage maintenance and repair work 5. Maintain organisational standards in public areas, bedrooms and offices 6. Manage additional services throughout the establishment/organisation 7. Manage linen service to deliver a high quality provision 8. Provide uniform service and	**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 **Communication,ICT and numeracy** Use a wide range of routine skills and some advanced skills to; • Communicate in both familiar and nes 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 **Autonomy, accountability and working with others** • Exercise some initiative and independence in carrying out defined activities at a professional level	Should be able to quickly become effective in a work role and will be able to; • 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 • 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

upkeep	• 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	and achieve goals • Evaluate work that has been carried out including taking account of their own and others roles and responsibilities

Relevant qualifications prior to this level	▪ SVQ2 in Housekeeping at SCQF level 5; This qualification is assessed according to vocational competence and must be done in the workplace. The units cover housekeeping skills at SCQF level 4 and 5.
Relevant qualifications to this occupational level	▪ SVQ3 in Hospitality Supervision and Leadership at SCQF level 7 This qualification is assessed according to vocational competence and must be done in the workplace. Most of the relevant units have generic supervisory content with the exception of two; Supervise housekeeping services and Supervise linen services. ▪ HNC in Hospitality A broad knowledge based course usually delivered in college. ▪ HNC Unit in Accommodation Servicing; on completion of this unit the candidate should be able to; demonstrate knowledge and understanding of the function and importance of accommodation provision and reasons for maintaining standards; and plan the provision of accommodation servicing.
Apprenticeship available for this occupation	Modern Apprenticeship in Hospitality Supervision at SCQF level 7; this is based on the SVQ3 in HSL and core skills
Development opportunities	• HND in Hospitality Management An advanced knowledge based course usually delivered in College • HND Unit in Accommodation Management; On completion of this Unit the candidate should be able to: Analyse internal and external factors that impact on the management of accommodation; Evaluate the management functions in relation to the provision of accommodation services;and; plan and control quality control systems suitable for the accommodation sector.
Possible occupations to progress	Head Housekeeper