



Job Description Head of Housekeeping and Facilities

Document Control

Position Title: Head of Housekeeping and Facilities

Department: Housekeeping and Facilities Management

Reports To: Chief Operating Officer (COO)

Version: 1.0

Job Overview

The Head of Housekeeping and Facilities is responsible for ensuring the highest standards of cleanliness, presentation, and maintenance across all Grand Royale Group properties. This role oversees housekeeping operations, laundry services, and facilities maintenance, ensuring compliance with health, safety, and brand standards. The position plays a key role in maintaining a luxurious environment that enhances guest satisfaction, operational efficiency, and asset longevity.

Key Responsibilities

Operational Management & Service Quality

- Manage and supervise housekeeping operations, including guest rooms, public areas, and back-of-house facilities.
- Ensure cleanliness, hygiene, and presentation meet five-star hospitality standards.
- Oversee laundry operations and inventory control of linens and amenities.
- Monitor daily housekeeping performance and service delivery outcomes.





Facilities & Maintenance Oversight

- Oversee maintenance operations to ensure safe, functional, and aesthetically maintained facilities.
- Liaise with contractors, vendors, and suppliers for repairs, refurbishments, and asset upkeep.
- Implement preventive maintenance schedules to reduce downtime and costs.
- Ensure compliance with WHS and fire safety regulations across all sites.

Team Leadership & Training

- Lead, train, and motivate housekeeping and maintenance teams.
- Promote a culture of accountability, respect, and attention to detail.
- Conduct performance reviews and identify skill development needs.
- Ensure consistent communication between housekeeping, front office, and operations teams.

Inventory & Budget Management

- Manage department budgets, inventory, and procurement of cleaning supplies and maintenance materials.
- Maintain accurate stock records and ensure cost-effective purchasing.
- Support financial reporting and forecasting in collaboration with the CFO.
- Control wastage and optimise operational resources.

Health, Safety & Compliance

- Ensure compliance with WHS, hygiene, and environmental standards.
- Conduct regular audits and inspections of guest rooms and facilities.
- Manage incident reporting, risk assessments, and corrective actions.
- Uphold company policies and legal obligations relating to workplace safety.





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Qualifications and Experience

- Bachelor's degree or Diploma in Hospitality Management, Facilities Management, or related field.
- Minimum 7 years' experience in housekeeping or facilities leadership roles within luxury hospitality.
- Proven ability to manage large teams and multi-property operations.
- Strong understanding of WHS, hygiene standards, and maintenance procedures.
- Experience with budgeting, procurement, and supplier management.

Skills and Competencies

- Strong leadership and organisational skills.
- Excellent attention to detail and quality assurance focus.
- Proficiency in housekeeping and facilities management systems.
- Financial acumen and inventory management capability.
- Excellent interpersonal and communication skills.

Working Conditions

This is a full-time leadership position based at Grand Royale Group's head office in Gold Coast, Queensland, with regular site visits to hotel and event properties. The role requires flexibility in working hours, including weekends and holidays, to support operational demands and urgent maintenance needs.

Key Performance Indicators (KPIs)

- Guest satisfaction and cleanliness ratings.
- Compliance with WHS and hygiene standards.
- Maintenance response and issue resolution times.
- Budget adherence and resource efficiency.
- Team performance and engagement levels.





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Company Values and Culture

Grand Royale Group prides itself on delivering uncompromising luxury and comfort. The organisation promotes teamwork, accountability, and continuous improvement in maintaining the highest service and cleanliness standards. The Head of Housekeeping and Facilities ensures that every property embodies these values and delivers an exceptional guest experience.

Career Path

This position offers pathways into senior operational management roles such as Director of Operations, General Manager, or Regional Facilities Director within the Grand Royale Group or broader hospitality industry.

