

Position Description



The Women's College
within The University of Queensland
ready to lead

Position Title: Executive Housekeeper
Type: Full Time
Date: October 2026
Reporting To: Director of Operations
Direct Reports: Housekeeping Staff

Position objective

The Executive Housekeeper will have overall responsibility for the cleaning of the College facilities and for maintaining the College's high standard and good reputation. The Executive Housekeeper is responsible for maintaining the highest professional cleaning and hygiene standards throughout the operation under the guidance and leadership of the Director of Operations.

Position requirements

The Executive Housekeeper is responsible for:

- Setting the standard for the internal cleanliness and presentation of the College.
- Managing the College's internal cleanliness and presentation levels, high-quality cleaning standards, and establishing and implementing systemised cleaning practices.
- Managing the cleaning supplies, labour and equipment budgets and the management of all domestic staff.
- Managing the laundering, acquisition, hire, ordering and stock control of the College's linen supplies.
- Be professionally presented, punctual, organised, trustworthy and have an attention to detail. They will have the ability to manage time effectively and other staff.
- Have excellent communication skills, the ability to resolve conflict in a constructive manner, be able to solve problems, think-on-your-feet and motivate staff.
- Have a willingness to take initiative and make decisions when required to do so, while being able to follow reasonable requests and direction from their supervisor.
- Demonstrate a visible and active commitment to personal well-being; compliance with workplace policies and procedures for risk identification, risk assessment and risk control; continuously improving The Women's College health, safety and environmental performance; and activities associated with the management of workplace health and safety.
- Uphold the Mission, Vision and Values of the College and maintain a commitment to the College Code of Conduct at all times.
- Adhere to the processes and procedures set out in the HR Handbook.

Competencies required

The following competencies are required for this position:

- Significant experience in housekeeping in a residential/hotel environment.
- Strong leadership and team management skills, with the ability to motivate and develop staff.
- Excellent organisational and time management abilities.
- Strong attention to detail and a commitment to maintaining high standards.
- Effective communication skills, both verbal and written.
- Ability to work flexible hours, including weekends and holidays as required.

The following competencies are preferred for this position:

- Proven experience as an Executive Housekeeper or in a similar role within the hospitality industry.
- Experience working with young people/tertiary students.
- Knowledge of cleaning products, techniques, and health and safety regulations.

Key responsibilities / performance measures

Management

- Designing work procedures to ensure the safe and efficient operation of the cleaning department.
- Establish and maintain controls to minimise cleaning and linen supply waste and theft.
- Establish and maintain proper receiving, storage and rotation of stock.
- Prepare annual budget documentation as required.
- Manage staffing levels, behaviours, rostering, recruitment, supervision and performance management processes.
- Manage conflicts and challenges as they arise.
- Conduct regular domestic staff meetings.
- Negotiate with suppliers for best price and quality available.
- Review invoices from suppliers for accuracy and cost control.
- Ensure adequate staffing for daily domestic operation in accordance with the approved annual budget.

Cleaning

- Develop standards for all work procedures and time frames which ensure a consistently high-quality environment (e.g. daily, weekly, monthly and annual).
- Establish and maintain a stocktake/audit process for cleaning product, equipment and linen supplies.
- Evaluate cleaning products to ensure quality standards are consistently attained.
- Liaise with College Administration for the cleaning requirements associated with functions and accommodation bookings.
- Liaise with the laundry contractor to establish weekly sheet change protocols.

Supervision

- Manage all housekeeping staff on a daily basis to ensure cleaning schedules are completed as per specified time frames.
- Treating all staff, residents and guests in a professional, friendly and respectful manner.
- Training of all housekeeping staff.
- Establishing and monitoring effective communication channels with Administration staff and other College staff.

Safety

- Implement and maintain compliance with best-practice cleaning standards, Workplace Health and Safety and College processes.
- Establish and maintain procedures for the safe operation of all equipment and care of equipment.
- In conjunction with the College Workplace Health and Safety Officer, establish and maintain systems for all incidents and safety breaches to be recorded and reported.

General

- Checking function sheets and ordering linen for functions.
- Manage the College linen supply for residents and guests.
- Identifying any defective elements to be repaired to the Facilities Manager.

Key business relationships

- College residents, staff and guests
- Contractors
- Senior management

Authority level / budget

- Expenditure within approved annual labour, consumables and equipment budgets.

Other relevant facts about the position

- The Executive Housekeeper plays an important role in alerting Senior Management of any issues regarding College residents' welfare.
- The role of the Executive Housekeeper involves regular inspection of all areas of the College's multi-level buildings.

Acknowledgement

This position description has been designed to indicate the general nature and level of work performed by employees within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.