



Join us as a Head Housekeeper

Where stays
become stories.

About Classic Lodges

Classic Lodges is a privately owned hotel group established in 1992, with eight unique hotels set in some of the UK's most captivating locations. Each of our properties has its own character, history, and story to tell, from elegant country houses to charming coastal retreats.

About the Role

Role:	Head Housekeeper
Department:	Housekeeping
Hotel / Location:	Salutation Hotel
Responsible to:	General Manager
Responsible for:	Housekeepers

Purpose of the Role

To contribute to our purpose: "To create meaningful experiences that connect people, places and memory" by leading the housekeeping function, developing the team and maintaining exceptional standards that ensure every guest enjoys a clean, comfortable and memorable stay.

This is a pivotal leadership role, responsible for safeguarding the presentation, cleanliness, and overall guest environment across the hotel. It offers an opportunity to shape standards, develop a high-performing team, and contribute meaningfully to the wider guest experience.

Activities Involved in this Role

- Leading and managing the housekeeping team to deliver consistently outstanding cleanliness standards
- Overseeing daily operations, room inspections and public area presentation
- Driving quality control processes and ensuring readiness in line with occupancy demands
- Monitoring and controlling stock levels of linen
- Reporting and coordinating maintenance issues efficiently
- Building team morale and embedding a culture of excellence and accountability
- Delivering structured training and supporting team development

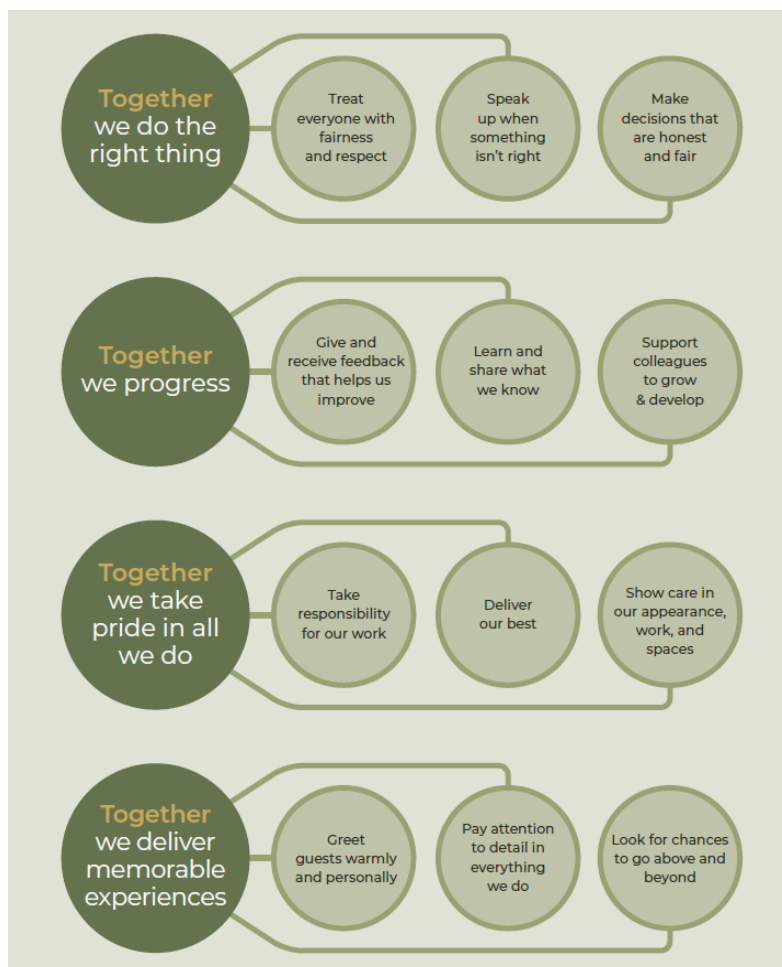
What Success Looks Like

- Guest bedrooms and public areas consistently meet cleanliness and presentation standards.
- Guest feedback relating to cleanliness is consistently positive.
- Rooms are ready on time to support smooth check-ins and overall hotel operations.
- Housekeeping resources, linen and costs are effectively managed.
- The housekeeping team is organised, motivated and working efficiently

This is a live out position. Live in could be available with a monthly deduction for accommodation.

Our Values & Behaviours

At Classic Lodges, our values and behaviours are at the heart of everything we do. They guide how we work, how we treat each other, and how we create meaningful experiences for our guests. In every role, living our values is just as important as the tasks you perform.



What You'll Need to be Successful in This Role

Skills/Knowledge	Essential
	Strong, visible leadership with the ability to motivate, engage and develop a team
	A calm, solutions-focused approach in a fast-paced operational setting
	A meticulous eye for detail and an uncompromising commitment to high standards
	Excellent written and verbal communication skills
Experience	Proven experience managing a housekeeping department, ideally within a quality hotel environment
	Experience in training, coaching and developing team members
Essential Core Skills	Guest-focused mindset Always thinking about the guest experience, taking pride in delivering warm hospitality and looking for opportunities to make each stay enjoyable and memorable. Health, safety & hygiene awareness Understanding the importance of maintaining safe, clean and hygienic environments for guests and colleagues, and following all relevant procedures and standards. Reliability & professionalism Being dependable, punctual and taking responsibility for your role, while representing the hotel with a positive and professional attitude. Teamwork & collaboration Working supportively with colleagues across departments, communicating openly and helping each other to deliver the best possible experience for our guests.

This role requires flexibility which may include weekends, evenings and peak periods in line with hotel operations.

To succeed in any role within Classic Lodges, candidates must show that their values and behaviours align with ours. This alignment will be evaluated throughout the recruitment process.