



HEAD HOUSEKEEPER JOB PROFILE

Organization

Wildlife Tourism College of Maasai Mara

Location City Country

Masai Mara, Narok County -Kenya

Start date

1st November 2022

About the organization

The Wildlife Tourism College of Maasai Mara is a product of restructuring of the Koiyaki Guiding School (KGS). Since inception in 2005, KGS has been providing training in Tour Guiding and acted as a hub for community engagement and empowerment. From inception to-date, KGS has trained and successfully graduated 377 guides who have proceeded to earn a livelihood from the Wildlife Tourism Industry in the Mara and other regions of Kenya.

About the Role

The Housekeeping In charge will supervise the performance of all housekeeping and Laundry staff duties representing highest Hygiene Standards in all the college areas as determined by WTC Standards Operating Procedures, Policies Governmental & Trade regulations in order to exceed guest expectations, ensure safety of the staff, students, guest & property.

Central to the Rooms Division Manager roles are the following key result areas:

(i) Technical:

- Maintains complete knowledge of correct maintenance and use of equipment within the housekeeping department.
- Report maintenance issues to Maintenance Department and follow up to avoid complaints and injuries.
- Maintains complete knowledge of and comply with all departmental policies/service procedure /standards.

(ii) People Management:

- Creates a positive and highly motivated working environment that promotes and develops teamwork.
- Coordinate all training activities for housekeeping staff, including the identification and analysis of training needs and the design and implementation of programs to address these deficiencies.

(iii) Occupational Health, Safety, Hygiene:

- Coordinates the highest level of safety and security by facilitating effective training programmes that delivers a high degree of awareness amongst staff, guests and students.
- Ensures that the department key control procedures are strictly adhered to
- Ensure that, OSHA ACT 2007 and other safety related policies are fully implemented and strictly observed.



(iv) Sustainability Compliance:

- Ensures that the environmental initiatives are adhered to in the department and participates in community activities and programs.
- Ensure departmental operations conforms to the NEMA Standards and other sustainability initiatives run by the College.

Required Academic Qualifications, Skills, Experience and Attributes

- Degree or Diploma in Hospitality Management or related Field
- 5+ years' Experience serving in same role.
- Certificate in First Aid
- Certificate in Customer Service
- Able to work flexible hours

How to Apply:

- Applications must include a motivation letter highlighting why the applicant would like to join WTC and attaching a curriculum with; a telephone number and at least three professional references with their contacts.
- Applications should be sent to koiyakiguinding@gmail.com and must clearly state Head Housekeeper as the email subject. The closing date for this application is 15th October 2022 at 1730hrs.

Please Note:

- Shortlisting will be on a rolling basis and only those shortlisted will be contacted for the interview,