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Appraise by
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TERMS OF REFERENCE

Position: Housekeeping Supervisor
Duty station: Juba
Application start: 06/02/2023
Application end: 23/02/2023



OVERVIEW OF CTG GLOBAL

CTG staff and support humanitarian projects in fragile and conflict-affected countries around the world, providing a rapid and cost-effective service for development and humanitarian missions. With past performance in 17 countries – from the Middle East, Africa, Europe, and Asia, we have placed more than 20,000 staff all over the world since operations began in 2006.

CTG recruits, deploys, and manages the right people with the right skills to implement humanitarian and development projects, from cleaners to obstetricians, and mechanics to infection specialists, we're skilled in emergency response to crises such as the Ebola outbreak in West Africa. Key to successful project delivery is the ability to mobilise at speed; CTG can source and deploy anyone, anywhere, in less than 2 weeks and have done so in 48 hours on a number of occasions.

Through our efficient and agile HR, logistical and operational services, CTG saves multilateral organisations time and money. We handle all our clients' HR related issues, so they are free to focus on their core services.

Visit www.ctg.org to find out more

OVERVIEW OF THE POSITION AND KEY RESPONSIBILITIES

The selected candidate will have to manage and supervise the cleaning team which main purpose is to provide a high standard of hygiene and cleanness throughout the guesthouse and the premises by ensuring deep cleaning of the accommodations, the outside areas and by keeping all areas neat and tidy.

Key responsibilities:

- Management of the cleaning team, scheduling the shifts
- Monitoring of the staff
- Ensuring a safe and clean environment for all the guests
- Monitor all the daily operations of the housekeeping department, including the cleanliness of all guest rooms and public areas daily
- Lead, hire, and train hotel housekeeping staff to adhere to our high standards of cleanliness and customer satisfaction
- Oversee the housekeeping department budget, take inventory, and ensure there is a stock of adequate cleaning supplies
- Document areas cleaned by room attendants and report any issues such as room damage or maintenance requests to the front office
- Ensure all cleaning equipment is in proper working condition and make arrangements for repairs as needed



REQUIRED QUALIFICATIONS AND EXPERIENCE

Qualification and Education: High school graduate

Knowledge and Experience:

- A High school diploma
- 3+ years of supervisory experience in housekeeping management as an executive housekeeper, housekeeping director, or other similar position
- At least 2+ years' experience in hospitality or guest services
- Extensive knowledge of environmental services, including detailed cleaning processes and a wide range of cleaning supplies and equipment
- Applicants should be excellent leaders, detail-oriented, and demonstrate a commitment to customer service

Languages: fluency in English and Arabic, ability to understand and speak other local languages is an asset

Required Competencies:

- Exemplifying integrity
- Demonstrating commitment
- Embracing cultural diversity
- Embracing changes
- Managing information and workflow
- Planning, organizing, and multitasking
- Achieving results
- Being accountable
- Developing and applying professional expertise
- Ability to work as part of a team
- Great communication skills
- Providing logistical support



Qualified female candidates are encouraged to apply for this role.

In order to apply for this role please deliver your CV, and Cover letter to CTG Office in Rock City, Suk Mumur Road or by email to the address: southsudan@ctg.org - please make sure **the subject of your email states the position – “Application for Cleaner”** or your application might be overlooked

IMPORTANT REQUEST

- Kindly avoid naming your CV as *CV, Updated CV*, or by Job title or organization name
- For hard copy deliveries kindly include position applied for on the envelope.

