

ALL AFRICA CONFERENCE OF CHURCHES (AACC) VACANCY ANNOUNCEMENT

POSITION: HOUSEKEEPING MANAGER

REPORTING TO: DTCC /HOTEL GENERAL MANAGER

BACKGROUND:

The AACC is a fellowship of 217 Member Churches and Christian Councils in 43 African countries. The organization has its Secretariat in Nairobi, Kenya, a Regional Office in Lome, Togo and a Liaison Office to the African Union in Addis Ababa, Ethiopia. The organization has a 100- room hotel with state of the art conference rooms, and gym. Management is looking for a self-motivated Housekeeping Manager to support in the efficient running of the hotel.

Job Purpose

The Housekeeping Manager is responsible for planning, organizing, directing, and controlling all housekeeping operations to ensure the hotel's guest rooms, public areas, back-of-house facilities, laundry services, and linen operations are maintained to the highest standards of cleanliness, hygiene, presentation, and guest comfort. The position is responsible for departmental budgeting, staff management, inventory control, quality assurance, and compliance with health and safety standards. During the pre-opening phase, the Housekeeping Manager will establish departmental systems, recruit and train staff, procure operational supplies, and ensure the department is fully operational before the hotel's opening.

Key Responsibilities

Housekeeping Operations

- Plan, organize, supervise, and evaluate all housekeeping activities.
- Ensure guest rooms, suites, corridors, public areas, offices, meeting rooms, and staff facilities are maintained in excellent condition.
- Develop and implement housekeeping schedules and cleaning programmes.
- Ensure all guest rooms are cleaned, inspected, and released for occupancy in accordance with hotel standards.

- Coordinate closely with the Front Office to ensure timely room availability for arriving guests.
- Maintain high standards of cleanliness, hygiene, and aesthetic presentation throughout the property.
- Conduct daily inspections of guest rooms and public areas to ensure quality standards are consistently achieved.
- Ensure all housekeeping equipment is properly maintained and serviced.

Laundry and Linen Management

- Supervise laundry operations to ensure timely and efficient processing of guest and hotel linen.
- Maintain adequate stocks of linen, towels, uniforms, and guest supplies.
- Monitor linen usage and implement effective linen control procedures.
- Ensure proper storage and handling of linen and uniforms.
- Minimize linen losses through inventory controls and regular stock audits.
- Coordinate laundry outsourcing services where applicable.

Inventory and Procurement

- Prepare annual housekeeping budgets.
- Develop procurement plans for linen, guest amenities, uniforms, cleaning chemicals, equipment, and operating supplies.
- Monitor stock levels and maintain optimum inventory.
- Conduct monthly stock takes and inventory reconciliation.
- Ensure proper storage of cleaning chemicals and housekeeping supplies.
- Implement cost-control measures to minimize wastage and pilferage.

Guest Service and Quality Assurance

- Ensure guests experience a clean, safe, and comfortable environment.
- Respond promptly and professionally to housekeeping-related guest requests and complaints.
- Coordinate with the Front Office to prioritize VIP arrivals and special guest requests.
- Monitor guest feedback and implement continuous service improvements.
- Ensure consistent compliance with hotel quality standards and brand requirements.

Leadership and Human Resource Management

- Train, supervise, and mentor housekeeping employees.
- Develop duty rosters and staff schedules.
- Conduct staff induction and continuous skills training.

- Monitor employee performance and conduct performance appraisals.
- Promote teamwork, accountability, and a culture of service excellence.
- Identify staff development needs and coordinate training programmes.
- Maintain discipline in accordance with hotel policies and procedures.

Health, Safety and Environmental Compliance

- Ensure compliance with Kenyan occupational health and safety regulations.
- Maintain high standards of hygiene and sanitation throughout the hotel.
- Ensure proper handling, storage, and disposal of cleaning chemicals.
- Implement infection prevention and control procedures where applicable.
- Ensure compliance with fire safety and emergency procedures.
- Promote environmentally sustainable housekeeping practices, including water conservation, energy efficiency, and waste reduction.

Coordination with Other Departments

- Work closely with the Front Office to manage room status updates and guest arrivals.
- Coordinate with Maintenance to report and follow up on repairs and preventive maintenance.
- Liaise with the Food & Beverage department during conferences, banquets, and special events.
- Support the Security department in managing lost and found items and ensuring guest safety.
- Participate in daily operational meetings and departmental coordination sessions.

Financial Management

- Prepare and manage the departmental budget.
- Monitor housekeeping operating expenses.
- Control labour costs through effective scheduling.
- Analyse departmental performance and recommend cost-saving initiatives.
- Prepare monthly housekeeping operational and financial reports.
- Ensure efficient utilization of departmental resources.

Pre-opening Responsibilities

- Develop Housekeeping Standard Operating Procedures (SOPs).
- Prepare housekeeping operational manuals and departmental policies.
- Participate in hotel room inspections prior to handover from contractors.
- Develop room setup standards and inspection checklists.
- Recruit, onboard, and train all housekeeping personnel.
- Prepare staffing plans and departmental organizational structure.
- Coordinate procurement of housekeeping equipment, linen, uniforms, guest amenities, and cleaning supplies.
- Establish linen rooms, housekeeping stores, and laundry operations.
- Develop preventive maintenance reporting systems.
- Conduct mock room inspections and trial cleaning exercises.
- Participate in soft-opening and operational readiness programmes.

Key Performance Indicators (KPIs)

The Housekeeping Manager will be evaluated on:

Operational Performance

- Guest room cleanliness scores.
- Public area cleanliness ratings.
- Room turnaround time.
- Number of guest complaints related to housekeeping.
- Compliance with housekeeping SOPs.

Financial Performance

- Departmental budget adherence.
- Housekeeping cost per occupied room.
- Linen replacement costs.
- Cleaning supplies consumption.
- Labour cost percentage.

Quality and Compliance

- Housekeeping inspection scores.
- Health and safety audit results.
- Inventory accuracy.
- Lost and found management compliance.
- Environmental sustainability targets.

Human Resource Performance

- Staff productivity.
- Employee retention.
- Training completion rates.
- Employee engagement and performance.

Qualifications

- Bachelor's Degree in Hospitality Management, Hotel Management, Housekeeping Management, or a related field.
- Diploma in Housekeeping or Hospitality Management may be considered with extensive relevant experience.
- Professional certification in Housekeeping Management or Hospitality Operations is an added advantage.
- Training in Occupational Health and Safety or Environmental Management is desirable.

Experience

- Minimum of five (5) years' experience in housekeeping operations within a reputable hotel.
- At least three (3) years in a supervisory or managerial role.
- Experience managing laundry operations and public area cleaning.
- Pre-opening hotel experience is an added advantage.
- Experience using Property Management Systems (PMS) and housekeeping management software is desirable.

Skills and Competencies

- Strong leadership and people management skills.
- Excellent organizational and planning abilities.
- High attention to detail and quality standards.
- Budgeting and cost-control expertise.
- Inventory and procurement management.
- Effective communication and interpersonal skills.
- Problem-solving and decision-making capabilities.
- Knowledge of cleaning methods, equipment, chemicals, and linen care.
- Computer proficiency, including Microsoft Office and hotel management systems.
- Ability to manage multiple priorities in a fast-paced hospitality environment.

Personal Attributes

- Customer-focused and committed to service excellence.
- Honest, dependable, and accountable.
- Professional appearance and conduct.
- Results-oriented with strong attention to detail.
- Proactive and resourceful.
- Adaptable to a dynamic pre-opening environment.
- Able to work collaboratively across departments.

Working Conditions

- Based at the hotel premises.
- Requires flexibility to work shifts, weekends, and public holidays as operational demands require.
- Frequent movement throughout guest rooms, public areas, laundry facilities, stores, and back-of-house areas.
- Involves supervision of cleaning operations and occasional lifting or handling of housekeeping supplies and equipment.

Pre-opening Deliverables

Within the first three months of appointment, the Housekeeping Manager shall:

- Develop and implement Housekeeping SOPs and cleaning standards.
- Recruit, onboard, and train the housekeeping team.
- Establish housekeeping schedules, inspection routines, and reporting systems.
- Coordinate procurement and inventory of linen, uniforms, guest amenities, cleaning chemicals, and equipment.
- Set up laundry and linen management systems.
- Conduct room readiness inspections and support snag-list clearance with the Maintenance team.
- Develop preventive maintenance reporting procedures in collaboration with Engineering.
- Ensure all guest rooms, public areas, and back-of-house facilities meet operational and quality standards before the hotel's soft opening and official launch.

WORK STATION: AACC Desmond Tutu Conference Centre / Hotel, Nairobi - Kenya.

START DATE: 15TH SEPTEMBER, 2026.

DURATION OF EMPLOYMENT: One (1) year renewable based on satisfactory performance

APPLICATION:

1. Applications should be accompanied by:
 - a. A Cover Letter.
 - b. Detailed Curriculum Vitae including Names and Addresses of 3 (three) referees.
 - c. Certified copies of all qualifications.
 - d. Filled Job Application Form.

2. Interested candidates who meet the above criteria should send their applications to:

THE GENERAL SECRETARY

ALL AFRICA CONFERENCE OF CHURCHES

P.O BOX 14205 – 00800 WESTLANDS, NAIROBI KENYA

Or email to: hr-applications@aacc-ceta.org

SUBMISSION: The deadline for submission 28th August, 2026. Only short-listed applicants meeting the above requirements will be contacted.

SUB OFFICES:

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