



ALL AFRICA CONFERENCE OF CHURCHES (AACC) CONFERENCE DES EGLISES DE TOUTE L'AFRIQUE (CETA)

AACC-CETA

General Secretariat (HQ): P. O. Box 14205, 00800 Westlands, Nairobi, Kenya

Tel: +254 724 253 354, + 254 113 507 868, + 254 20 4441483 • E-mail: secretariat@aacc-ceta.org • Website: www.aacc-ceta.org

7th March 2024

ALL AFRICA CONFERENCE OF CHURCHES (AACC) **VACANCY ANNOUNCEMENT** **POSITION: EXECUTIVE HOUSEKEEPER**

A) BACKGROUND: The AACC is a fellowship of 210 Member Churches and Christian Councils in 43 African countries. The organization has its Secretariat in Nairobi, Kenya, a Regional Office in Lomé, Togo and a Liaison Office to the African Union in Addis Ababa, Ethiopia.

The organization has a 104- room hotel with state of the art conference rooms, and gym. Management is looking for a self-motivated Executive Housekeeper to support in the efficient running of the hotel.

B) REPORTING TO: DTCC /HOTEL GENERAL MANAGER

C) JOB DESCRIPTION:

Has overall responsibility over the Housekeeping and Laundry Department ensuring that all guestrooms, public and back of house areas (excluding kitchen areas) are well maintained and clean.

Responsible for training all Supervisory and Housekeeping colleagues according to the DTCC standards and consistently deliver excellence of service by providing guests and colleagues with a safe and orderly environment.

MAIN DUTIES

Budgeting and Cost Management

- Assists in the preparation of the department budget.
- Analyze on a regular basis hotel's cost per room and budget lines and control the costs throughout the month by regular stock taking and correct ordering.
- Control payroll by effective rostering in line with occupancy, events and F & B business.

Management Reporting

- Prepare monthly revenue reports analyzing usage and cost of Housekeeping amenities against the monthly budget.
- Submit monthly cleaning and maintenance schedules for review by the general manager.

PRESIDENT: Rt. Rev. Lydia Neshangwe • GENERAL SECRETARY: Rev. Dr. Fidon Mwombeki

SUB-OFFICES

African Union Liaison Office: Ledta Sub-City, Woreda 03, Addis Ababa, Ethiopia • TEL: +251 11 385 10 08 / + 251 11 385 10 95
E-mail: aaccoffice.au@aacc-ceta.org

Bureau Régional: 01 B.P. 2268 - Lomé 01, 1235, Rue de la Paix Bè-Château - Lomé-Togo • Tel: +228 22 21 59 24
Email: bureauregional@aacc-ceta.org



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Business Partnership

- Liaise directly with the Front Office Manager on a daily basis regarding occupancy and VIP arrivals.
- Review on a regular basis the forthcoming occupancy and events with Reservations and Food & Beverage Department.

Operations

- To carry out in a helpful, professional manner any service required by a guest ensuring prompt results.
- To check all public areas for cleanliness, set up and engineering problems on a daily basis reporting issues to the relevant responsible persons and following up to ensure issues are resolved.
- Regularly check an amount of rooms including all VIP arrivals on a daily basis for cleanliness, set up and maintenance problems ensuring that all DTCC standards are adhered to.
- Check on a daily basis all Back of House and colleague areas i.e. Bathrooms and changing rooms for cleanliness, set up and maintenance issues.
- Responsible for maintaining effective communication within the team and attending relevant meetings when required.
- To mentor and develop all colleagues within the department ensuring that they have a happy environment and all the tools necessary with which to carry out their duties.
- Offer quality training and coaching to ensure the consistency of standards and to help develop the colleagues to the next level.
- To organize the rosters for the Department in line with occupancy and events ensuring all areas are adequately covered and the correct colleagues in place.
- To carry out regular one to ones with colleagues to discover development and training needs.
- To assist in creating an environment which promotes staff moral and encourages colleagues to have pride in their department and their Hotel.
- Carry out colleague appraisals every 12 months and to address development needs identified during the appraisal. Discuss with the general manager ways to maximize their strengths and implement.

Colleague Development

- Invest time and energy in recognizing potential stars within the department, developing them and promoting or transferring the colleague to a position that best suits their talents.
- Ensure that the department regularly celebrates their successes and colleagues know when they are doing well.

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A Person in this Position Should be Able to:

- Communicate effectively with their team, sharing relevant information through meetings, notice boards and briefings.
- Be financially aware of all of housekeeping's budget lines and communicate with the General Manager to ensure compliance.
- To be able to communicate effectively with other Departments to ensure the smooth running of hotel operation and that of others.
- To have flair and imagination with regards to guest's needs and to pre-empt guest's wants and wow them when they are least expecting it.
- Continually strive to enhance, improve and excite guest's stay and the Hotel by thinking of new ideas and styles to take the service forward.
- Comply with all Health & Safety, Hygiene and fire Regulations ensuring the safety of guests and colleagues.
- To have a good eye for attention to detail regarding the looks and the cleanliness of the hotel.
- To identify and report hazards and maintenance requirements in the workplace and follow through with your general manager to ensure no defects.
- Supervises and controls Lost & Found.
- Keeps records of linen inventories, uniforms and other applicable items.
- Meets regularly with guests to deal with any complaints or requests and to generally get to know the hotel guests.

D) ACADEMIC & PROFESSIONAL QUALIFICATIONS / COMPETENCIES

- Tertiary College Diploma or University Degree in Housekeeping Operations / techniques.
- Minimum 3 Years' Experience at a similar level.
- Sound financial knowledge relating to Housekeeping.
- Effective communication skills and a fun work ethic.
- A dynamic, enthusiastic and creative mind that is not afraid to challenge the norm.
- Active participation as a member in good standing of AACC member church.
- Proficiency in English.

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

F) START DATE: 1st May, 2024.

G) DURATION OF EMPLOYMENT: One (1) year renewable based on satisfactory performance (1st May, 2024 to 30th April, 2025).

H) APPLICATION:

- 1) Applications should be accompanied by:
 - i. A Cover Letter.
 - ii. Detailed Curriculum Vitae including Names and Addresses of 3 (three) referees.
 - iii. Certified copies of all qualifications.
 - iv. 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: admin@aacc-ceta.org**

I) SUBMISSION:

The deadline for submission is 22nd March, 2024.

Only short-listed applicants meeting the above requirements will be contacted.