

ZION ESCAPES PTY LTD

Trading as Clean Stays — ACN 679 480 703

Position Description

Housekeeping Supervisor

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Position Summary Table

Field	Detail
Position title	Housekeeping Supervisor
Employer	Zion Escapes Pty Ltd (ACN 679 480 703), trading as Clean Stays
Occupation code	ANZSCO 070499 (non-ANZSCO, FNQ DAMA occupation list)
Skill level	Skill Level 4
Employment type	Permanent, full-time
Ordinary hours	38 hours per week
Location	Cairns and Far North Queensland — Northern Beaches and Cairns City property portfolios
Reports to (operational)	Ian Muir — Director, Property Manager, Licensed Real Estate Agent
Reports to (administrative)	Sarah Muir — Company Secretary, Administration Manager
Direct reports	Northern Beaches Team (Ian Muir, plus casual staff as required) and Cairns City Team (Sarah Muir, Patrick, Diego, plus casual staff as required)
Base salary	\$79,423.00 per annum, exclusive of superannuation

Position Summary

The Housekeeping Supervisor is responsible for leading and coordinating Clean Stays' housekeeping operations across two property teams — Northern Beaches and Cairns City — ensuring guest-ready presentation standards are consistently met across the managed property portfolio. The role supervises a team of casual and part-time housekeeping staff, trains and mentors new employees, and acts as the operational link between day-to-day housekeeping delivery and both the property management function (led by the Director/Property Manager) and the administration function (led by the Company

Secretary/Administration Manager). The position exists because the growth of Clean Stays' managed property portfolio across two distinct service areas requires dedicated, on-the-ground supervision that neither can provide alongside their existing property management and administration responsibilities.

Key Duties and Responsibilities

Team Supervision and Coordination

- Supervise and coordinate the daily activities of the housekeeping team across both the Northern Beaches Team (Ian Muir and the Supervisor, plus casual staff) and Cairns City Team (Sarah Muir, Patrick and Diego, plus casual staff).
- Allocate workloads and rosters across approximately 3 to 6 casual and part-time housekeeping staff per team, including during periods of peak seasonal demand.
- Prepare the master roster and allocate cleaning and turnover jobs across the full team, including scheduling the hands-on housekeeping shifts personally worked by Ian Muir (Director) and Sarah Muir (Company Secretary) during peak periods or staff shortages. This day-to-day rostering function is operational in nature and is separate from, and does not alter, the Director's and Company Secretary's corporate authority over the business.
- Provide day-to-day direction and support to housekeeping staff to ensure consistent service delivery across both teams simultaneously.

Quality Control and Standards

- Conduct quality inspections of serviced properties against Clean Stays' guest-readiness checklist.
- Identify and resolve property presentation issues prior to guest arrival.
- Maintain consistent cleaning and presentation standards across both property teams.

Training and Mentoring

- Train new housekeeping staff on cleaning standards, safety procedures and guest-service expectations.
- Mentor new employees and trainees, working alongside the Administration Manager, who is responsible for formal onboarding.
- Support the ongoing skill development of casual and part-time housekeeping staff.

Guest Experience Standards

- Ensure all managed properties meet Clean Stays' guest-readiness and presentation standards prior to check-in.
- Respond promptly to guest-related property presentation issues escalated during a stay.

Administration and Reporting

- Report property management, guest service and cleaning operations matters to Ian Muir (Property Manager).
- Report stock and inventory levels, purchase orders, staff timesheets and hours for payroll processing, and staffing issues to Sarah Muir (Administration Manager).

- Maintain accurate records of rostering, stock levels and team performance across both property teams.

Selection Criteria

Essential

- Demonstrated experience in a housekeeping supervisory or team-leader role.
- Strong attention to detail and consistent quality standards.
- Ability to train, mentor and motivate a team of casual and part-time staff.
- Physical capacity to perform and oversee housekeeping duties.
- Effective written and verbal communication in English, including the ability to report clearly to two separate reporting lines (operational and administrative).
- Ability to manage workload and staffing across two separate property portfolios concurrently, including during peak season.
- Driver's licence and ability to drive larger vehicles including van and mini-bus

Desirable

- Experience in short-term or holiday accommodation housekeeping.
- Formal hospitality or housekeeping qualification.
- Experience with property-management or task-scheduling software.

Reporting Relationships

This Position operates under a matrix reporting structure. Full detail of the reporting lines, team structure and mentoring relationships is set out in the accompanying Organisational Chart (*03 – Organisational Chart – Zion Escapes Pty Ltd trading as Clean Stays*), which forms part of the evidence supporting this Position Description.

Note on Salary and Threshold Compliance

The base salary of \$79,423.00 per annum reflects the Core Skills Income Threshold applicable from 1 July 2026. This figure should be confirmed against the Annual Market Salary Rate for a Housekeeping Supervisor in the Cairns/Far North Queensland region before the nomination is lodged, and reviewed with Migration Plus to confirm whether the FNQ DAMA's Skill Level 3–5 salary concession is available for this occupation and, if so, whether the Employer wishes to rely on it in future salary reviews.

Approval

Prepared by: Zion Escapes Pty Ltd

Approved by: _____ (Director)

Date: _____