Executive Housekeeping Manager

Deadline:
10-01-2027

Contact person:
Maida Perez

Location:
Kongens Nytorv 34, 1050, København K

Are you an inspiring and hands-on leader with a passion for luxury hospitality, impeccable standards and creating exceptional guest experiences?
Hotel d'Angleterre is looking for an experienced **Executive Housekeeping Manager** to lead our Housekeeping Department and take overall responsibility for the presentation, care and continuous development of our guestrooms, suites and public areas.

About the role

As Executive Housekeeping Manager, you will be responsible for the overall leadership and operation of the Housekeeping Department. You will combine a strong operational presence with a continuous focus on the guest experience, quality, people development and efficiency.
You will create a respectful, motivated and high-performing team culture, while ensuring sound financial management, efficient operations and consistently exceptional standards throughout the hotel.
A key part of your role will be to uphold and continuously develop our Housekeeping standards, ensuring that every guestroom and public area reflects the quality and attention to detail expected at d'Angleterre. You will ensure that LQA requirements and our own service standards are translated into daily behaviours and consistently maintained through training, coaching, inspections and quality follow-up.
Beyond maintaining standards, you will take an active role in developing how we work. You will identify opportunities to improve the guest experience, protect the quality of our physical product and strengthen the efficiency and effectiveness of the department.

Your key responsibilities will include:

- Leading, developing and inspiring the Housekeeping team, creating a culture of accountability, pride, collaboration and continuous learning
- Recruiting, onboarding, coaching and developing colleagues and future Housekeeping leaders
- Planning staffing and schedules in line with occupancy, arrivals, departures, events and operational demands
- Ensuring impeccable standards across guestrooms, suites, public areas and back-of-house spaces
- Taking ownership of the presentation, condition and continuous improvement of the Housekeeping product
- Ensuring thoughtful preparation for VIP arrivals, repeat guests, special occasions and individual guest preferences
- Leading ongoing training, coaching and quality follow-up, including LQA standards, room inspections and luxury service behaviours
- Establishing structured deep-cleaning and preventive maintenance programmes in close collaboration with Engineering
- Conducting regular quality inspections and translating guest feedback and quality results into meaningful improvements
- Owning the departmental budget and driving labour productivity, purchasing, inventory management and relevant operational KPIs, while protecting the quality of the guest experience
- Overseeing linen, uniforms, guest supplies and laundry service levels, ensuring the right balance of quality, availability and cost control
- Working closely with Front Office, Engineering and other departments to ensure arrival priorities, room readiness and special requests are seamlessly coordinated
- Promoting team well-being, safe and sustainable working practices and efficient ways of

working
•Continuously reviewing processes and identifying opportunities to improve quality, productivity and the overall guest experience

About you

You have proven senior Housekeeping leadership experience, preferably from a five-star luxury hotel or a similarly high-end hospitality environment.

You are a visible and confident leader who enjoys being close to the operation and the team, while also having the ability to step back, identify opportunities and continuously develop the department.

You combine strong operational knowledge with warmth, structure and an exceptional eye for detail. You are comfortable making decisions, setting clear expectations and creating accountability, while leading with respect and genuine care for your team.

You have experience with team development, training, workforce planning, budgeting, labour productivity, inventory management and quality assurance. You communicate clearly, remain calm under pressure and enjoy working collaboratively across departments.

Most importantly, you understand that **exceptional Housekeeping is not only about what a guest sees, but how the room and the experience make them feel.**

Professional English is required, while Danish or other languages will be considered an advantage.

We offer

You will join one of Scandinavia's most iconic luxury hotels and take responsibility for a department that plays a defining role in the d’Angleterre experience.

Here, tradition and high standards go hand in hand with a genuine ambition to continuously evolve. You will have the opportunity to shape Housekeeping operations, develop people and processes, and contribute directly to the quality of the hotel and the experiences we create for our guests.

You will become part of an ambitious and professional environment where personalised service, development and mutual respect are at the heart of everything we do.

At Hotel d’Angleterre, we believe that exceptional luxury starts with the people behind it.