

BEACH RETREATS

JOB DESCRIPTION AND PROFILE

Job title:	Senior Area Manger (housekeeping)
Reports to:	Head of Operations
Prime function:	To lead our property management service in West Cornwall, looking after a growing portfolio of contemporary holiday lets on the beach. Ensuring each property is cleaned and maintained to a high standard on changeover and manage and motivate a team of housekeepers, to ensure guest expectations are met and surpassed.

About us

Beach Retreats is a holiday letting agency with a difference. Our portfolio of properties are all within walking distance of a stunning beach, backed up by a highly personalised service which delivers a 56% repeat booking rate amongst guests along with excellent occupancy rates and revenue for owners.

But it's more than that. We are innovative, pro-active and award-winning. We embody the beach life and are the go-to experts for delighting guests with an authentic beach feeling. For our owners, we give them the freedom to know their property is cared for and achieves its potential. We transform properties into special places where memories are made and guests can make connections to the sea, the outdoors and to each other.

Our owners trust us to look after their property and deliver high standards of cleanliness and presentation for guests. Therefore our property services team are at the forefront of delivering these standards in a growing and successful business.

As we continue to expand the service across Cornwall, this new position will be responsible for growing the existing operation across west Cornwall, developing the team and taking ownership of our service in the area.

Responsibilities

- Managing a team to organise the weekly staff rotas for cleans in the holiday lets.
- Ensure pre-arrival cleaning and safety checks are carried out in each property.
- Recruit and manage a team of housekeepers.
- Conduct staff training and inductions for new members of staff including risk assessments.
- Liaise with internal departments to address complaints and damage by guests.
- Contribute to team duties in the office, such as stock ordering, payroll, vacant property checks and preparing the linen and cleaning kits for each changeover.
- Liaising with owners around the management of their holiday let.
- To represent our brand at all times.

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Essential experience

- Supervising Housekeeping teams in a similar industry
- Diagnose and repair day to day property repairs.
- Full driving licence.
- Good working knowledge of Microsoft Word & Excel.

Desirable experience

- First Aid.
- Health and Safety.
- Minimum of Maths and English Grade C or above qualification.

Personal skills

- Good interpersonal and team working skills.
- Attention to detail and ability to maintain accurate records.
- Confidence in dealing with staff, guests, contractors' suppliers and owners.
- Ability to work in a busy environment.
- Ability to work on a variety of tasks simultaneously.

This is a full-time position with weekend shifts.

Salary: £28,000 p.a. depending on experience.

Please submit your CV with covering letter outlining why you should be considered for this position to: hr@beachretreats.co.uk

Closing Date: 17th January 2022.