



JOB DESCRIPTION AND PROFILE

Job title:	Housekeeping Operations Manager
Reports to:	Managing Director
Prime function:	To oversee the property services department, maintaining high standards of changeover cleans and property maintenance in our portfolio of holiday let cottages and apartments across the north Cornwall coast.

This is a senior position within Beach Retreats tasked with delivering high standards of property presentation and cleaning for a growing portfolio of high-quality holiday lets on the north coast of Cornwall.

Taking overall responsibility of the property services department, the position will deliver a high standard of changeover cleans, re-active and pro-active maintenance, managing a full-time and part-time team, while meeting departmental budgets and targets, guest and owner expectations, and the continued growth of the portfolio.

This is a challenging yet rewarding role in a fast-growing business with high standards and expectations.

Key Responsibilities:

- Manage a team of Area Managers, housekeepers and a maintenance team.
- Ensure all properties are presented to a very high standard of cleanliness and condition for guests.
- Work with the MD to build and achieve departmental budgets and targets.
- Meet prospective owners and supply quotes for services provided.
- Oversee the on-take of new properties as the portfolio grows.
- Liaise with existing owners where required.
- Participate in the Beach Retreats on-call service.
- Develop the service offered to owners, both for changeovers and property management to provide a professional and comprehensive service.
- Oversee department recruitment and inductions/training, as well as ongoing training and career development.
- To represent our brand at all times.
- Ensure that the team are fully trained and implementing Health & Safety policy & guidelines.
- Dealing with complaints, issues and feedback on damage with the reservations team.
- Manage re-active maintenance and repairs in the properties during guest stays with the maintenance team.
- To provide a pro-active repair and improvement service for owners.
- Manage weekly property checks during empty periods and non-regular property services as required such as winter deep cleans, decorating, and replacement items.
- Hold keys for properties and provide access for tradesmen and deliveries on request.
- Organise services as requested by the owners.

Essential experience

- Previous experience of managing housekeeping and maintenance services.
- Strong team management skills.
- A customer service focus.
- Good working knowledge of MS Office and reservations software.
- Experience within the hospitality market, ideally within a self-catering environment.
- The ability to work weekends with days off during the week.
- Excellent communication and interpersonal skills with the confidence in dealing with staff, guests, contractors, suppliers and owners positively and professionally.
- Attention to detail and ability to maintain accurate records.
- Ability to work on own initiative as well as part of a team.
- Ability to write clearly and concisely.
- Ability to work on a variety of tasks simultaneously.
- Confidence in dealing with difficult situations positively.

Desirable experience

- Previous experience in working with reservations software.
- Health and Safety expertise /qualifications.
- Full clean valid driving licence.
- English & Maths GCSE Grade A-C (or equivalent).

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

Closing Date: 12th April 2019

Job Types: Full-time, Permanent

Salary: £25,000 - £28,000p/a (dependant on experience)+ benefits package.

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