



JOB DESCRIPTION

Area Supervisor - Housekeeping & Property Services

Beach Retreats are a holiday letting agency specializing in contemporary self-catering properties on some of Cornwall's finest beaches.

We are looking to recruit an Area Supervisor to manage our growing portfolio of holiday lets. Ensuring changeovers are undertaken in a timely manner to a high standard and to maintain each holiday let throughout the year.

Please note the role will be to work from the St Columb office. You will be required to manage a small portfolio of properties, carry out general office administration and hold responsibility for the bagging up of linen for all areas of our portfolio.

Responsibilities:

- Managing and motivating a team of housekeepers.
- Conduct staff training and inductions for new members of staff including risk assessments.
- Organising the weekly staff rotas.
- Ensuring housekeeping hours stay within the agreed budget.
- Taking part in the housekeeping changeover cleans as and when required.
- To carry out departure and pre-arrival inspections of each property ensuring cleaning standards and health and safety requirements have been met.
- The organisation of the delivery / collect the linen and cleaning kits to the Housekeepers on each changeover.
- Taking on new properties ensuring they are health and safety compliant before first booking.
- Prepare the linen for the whole portfolio
- Completing property inventories for new properties and annual inventory checks on all existing properties.
- Provide out of hours on call service (on average 2-3 times per month)
- Attend regular meetings.
- Liaise and build relationships with owners, suppliers and subcontractors.
- Respond to Housekeeping applicants and carry out interviews to deal with the fluctuating levels of demand at different times of the year.
- To represent our brand at all times.
- Ensure stocks of cleaning products, linen, and maintenance equipment are controlled and within budget.
- Payroll input
- Prepare bed configuration lists for linen bagging

- Re-charge owners for any internal or external (subcontracted) maintenance work/ call outs.
- To collate booking information and plan ahead accordingly.
- Other duties as and when required.

Essential Experience:

- Experience of supervising Housekeeping teams in a similar industry.
- Knowledge of the current health and safety legislation for holiday lets.
- The ability to delegate and direct a team of housekeepers.
- Computer literacy.
- Excellent verbal and written communication skills.
- Customer service focused
- Full driving licence
- Customer service focused.
- Good working knowledge of Microsoft Office, Word, Excel & Outlook.

Desirable Experience:

- First Aid qualified
- Health and Safety qualification
- Minimum of Maths and English Grade C or above qualification
- The ability to diagnose and repair day to day property repairs.

Key Skills required:

- Excellent communication skills.
- Good interpersonal skills.
- Attention to detail and ability to maintain accurate records.
- Ability to work on own initiative as well as part of a team.
- Confidence in dealing with staff, guests, contractors, suppliers and owners positively.
- Ability to write clearly and concisely.
- Ability to work in a sometimes busy and noisy environment.
- Experience in managing teams.
- Ability to work on a variety of tasks simultaneously.
- Confidence in dealing with difficult situations positively.

Please note you are required to work bank holidays and weekends.

Why you should join our team?

- Excellent career prospects in an ever expanding organisation
- Fantastic staff discounts on the companies group hotel room rates, and facilities including the Watergate Bay Hotel and its three restaurants
- Free surf lessons and hire at the Extreme Academy
- Annual staff party
- Friendly supportive team

Closing Date 9th October 2019

Job Type: Full-time

£17,500 p.a + benefits package

Please submit CV with covering letter outlining why you should be considered for this position to:

hr@beachretreats.co.uk

Closing Date: 15th Oct 2019