



Vacancy: Assistant Property Services Manager

About Beach Retreats

Beach Retreats is a self-catering holiday letting agency based in North Cornwall, providing a full changeover and property management service to a growing portfolio of 64 properties.

About the role

Beach Retreats is looking to recruit a Property Services Assistant Manager to assist the manager in overseeing and assisting with the cleaning of properties and assisting with the administration of the Property Services Department.

About you

The successful candidate will have a solid background in managing holiday accommodation with strong organisational and interpersonal skills. You will have a positive 'can do' attitude with a presentable, helpful approach.

Key Requirements:

- A warm, engaging personality
- The ability to communicate well both in spoken and written English
- Flexibility to work variable shifts, including weekends and bank holidays
- Experience in changeover cleans and customer service
- Basic PC skills (email, word etc.)

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Responsibilities:

As Assistant Property Services Manager it will be your job to ensure our guests receive an unforgettable experience by working hard to maintain properties to a high standard of presentation and cleanliness across the Beach Retreats portfolio.

Your responsibilities will include:

- To oversee the department in the absence of the Property Services Manager and Maintenance Coordinator
- Ensure that adequate levels of staffing are maintained, assisting with the planning of rotas and timesheets
- To allocate duties, supervise, train and motivate the housekeeping team
- To carry out property housekeeping inspections to ensure that prescribed standards of cleanliness are being met
- To maintain adequate records of housekeeping/maintenance/contractor work, carried out for owners
- To oversee inventory checks and ensure maximum levels are in place at all time
- To liaise with the laundry facility to ensure the smooth running of operations for the business
- To prepare the linen and welcome requirements for each property
- To deliver and collect laundry to/from properties
- To collate booking information and distribute information to housekeeping team
- To ensure the smooth running of the housekeeping service for owners and guests
- To oversee the use of equipment and cleaning product ordering requirements
- To carry out housekeeping tasks including cleaning as required by work schedules
- Provide out of hours on call service as part of the regular rota
- To comply with and ensure that the team are following the general guidelines set out in the staff handbook
- To comply with and ensure that the team are following Health & Safety policy & guidelines
- To assist in taking on new properties, ensuring all legal requirements are met before the first booking
- To liaise with owners to report faults and recommend improvements to enhance the guest experience
- To ensure all Health and Safety requirements are up to date in each property
- To represent our brand at all times

Required Experience

Candidates interested in this position must be able to demonstrate:

- Previous experience of supervising housekeeping teams
- Basic Maintenance Skills
- Customer service focused
- Knowledge of the Health and Safety requirements for holiday lettings
- Good working knowledge of Microsoft Office, Word, Excel & Outlook
- Experience within the hospitality market, preferably within a self-catering environment
- Full clean valid driving licence

Whilst primarily based at St Columb, the successful candidate will be expected to travel between multiple sites in a Beach Retreats vehicle when required; as such a current full driving licence is needed. The successful candidate will be required to work five days per week including weekends 09:00-17:00 and take part in the on-call out of hours service.

Salary: £D.O.E.

Closing date: 2nd Oct 2015.

If you would like to find out more about this opportunity, please contact Helen Hudson, Property Services Manager on 01637 861005 or email helen@beachretreats.co.uk

To apply, submit your CV and a covering letter explaining why you are suited to this position to Emma Neave, HR Manager – emma@watergatebay.co.uk