



**JOB TITLE: Assistant Executive Housekeeping Manager**

**JOB REFERENCE: AEHM – 11/19**

**JOB PURPOSE:**

We are delighted to announce an exciting opportunity for an Experienced Assistant Executive Housekeeping Manager to join our dynamic team. This position will act as a key support for the Executive Housekeeping Manager and will provide further guidance and support to the existing Housekeeping/Laundry department.

The successful candidate will assist in the responsibility for the Housekeeping and Laundry departments at the Resort, ensuring the quality is continuously upheld to an exceptional standard. Working closely with the Executive Housekeeping Manager, Laundry and Housekeeping Managers while at the same time providing the highest quality services and experiences to all guests.

***Why work for us? We offer:***

- Great opportunity to enhance your career with prestigious 4-star Resort
- Upon passing a 6-month probation, you will be invited to enjoy an overnight stay in one of our luxurious bedrooms as well as friends and family rates on accommodation
- Discounts on many services offered by our Spa & Golf Resort
- Training and development opportunities
- In house and external training
- Attractive pay scale on offer

**Key Responsibilities:**

- Assist in the management of Housekeeping and Laundry Operations
- Operate within departmental budgets through effective stock and cost controls and well managed schedules in conjunction with the Executive Housekeeping Manager
- Regularly inspect all fixtures, fittings, and appliances to ensure compliance to standards and take action as necessary
- Monitor the appearance, standards and performance of the Housekeeping and Laundry departments
- Ensure staffing levels cover business demands
- Ensure staff communication meetings are conducted
- Manage staff performance issues in compliance with company policies and procedures
- Recruit, manage, train and develop staff within the Housekeeping and Laundry departments
- Ensure the quality and standard of the bedrooms, cottages, cabins and public areas are continuously upheld and improved to an exceptional standard
- Ensure daily and weekly checklists are completed and the standard of work completed is exceptional
- Assisting the Executive Housekeeping Manager in Housekeeping and Laundry appraisals
- Identifies and promotes solutions to the Executive Housekeeping Manager
- Demonstrates compliance with an interest in Health and Safety policies and procedures
- Maintain up to date with industry trends
- Exhibits a strong focus on the customer and on the quality of service

# GALGORM

SPA & GOLF RESORT

- Demonstrates a very strong commitment to the Vision & Mission of the Resort
- Be proficient in the use of Maestro, PMS, Hotsos maintenance, Suitepad & Timepoint (time & attendance system)
- Assist other departments wherever necessary

## **The person;**

- Be able to demonstrate an ability to lead, motivate and inspire a large team
- Be performance driven and focused on implementing a culture of excellent customer service.
- A minimum of 3 years' experience in a Housekeeping and Laundry management position within the hospitality sector
- High level of commercial awareness and cost control capabilities
- Excellent leadership, interpersonal and communication skills
- Ability to work under pressure
- Proficient in Microsoft Office
- Strong organisational, budget management, and problem-solving skills
- Strong communication skills

## **Desirable**

- Have previous experience in the use of Maestro, PMS, Hotsos maintenance, Suitepad, Timepoint (time & attendance systems)

Applicants must clearly indicate how they meet all criteria for this position.

**We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.**

Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.

***Galgorm Spa & Golf Resort Are An Equal Opportunities Employer***

***To apply for this position please email your CV to [HR@galgorm.com](mailto:HR@galgorm.com) ref; AEHM – 11/19***