



**JOB TITLE: Housekeeping Manager – Self Catering Accommodation**

**JOB REFERENCE: HM-SC 04/19**

**JOB PURPOSE:**

We are delighted to announce an exciting opportunity for an Experienced House Keeping 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 department.

The successful candidate will be responsible for the self-catering accommodation at the Resort, ensuring the quality is continuously upheld to an exceptional standard. Working closely with the Executive Housekeeping Manager the Housekeeping Manager will be responsible for the day to day operational issues relating to Housekeeping while at the same time providing the highest quality services and experiences to all customers.

**Key Responsibilities:**

- Ensure that Housekeeping is run efficiently on a day to day basis;
- Ensure that all staff are well trained and managed;
- Ensure adequate staff cover at all times;
- Demonstrate a strong focus on the customer and on the quality of service;
- Establish strong working relationships and collaborate closely with colleagues to continually improve standards;
- Oversee the delivery of the turndown service and monitor, anticipate and react to customer needs on a continuous basis ensuring maximum guest satisfaction;
- Maintain professional and technical knowledge by tracking emerging trends in Housekeeping and explore potential opportunities to add value to the Resort;
- Ensure the quality and standard of the bedrooms are continuously upheld and improved to an exceptional standard;
- Effectively communicate skills with staff and managers at all levels;
- Responsible for training and developing staff;
- Ensure daily and weekly checklists are completed and the standard of work completed is exceptional;
- Manage staffing and rotas in a timely fashion to ensure adequate staff cover at all times;
- Exhibits a strong focus on the customer and on the quality of service;
- Demonstrates a very strong commitment to the Vision & Mission of the Resort, which is evident in his/her behaviour on a daily basis;
- Oversees and takes part in department appraisals. Builds action plan based on training needs identified in the same;
- Identifies and promotes solutions to problems rather than merely identifying problems;
- Demonstrates compliance with an interest in Health and Safety policy and procedures;
- Oversees purchasing and ordering to ensure best price for the hotel and stock levels are correct in relation to the business;
- Motivates staff to achieve exceptional levels of customer service;
- Keeps up to date with industry trends and introduces new ideas to the department and has input into front office operation;



**Person:**

- Ability to remain calm while under pressure;
- Be able to demonstrate an ability to lead, motivate and inspire a team;
- Be performance driven and focused on implementing a culture of excellent customer service.

**Essential:**

- A minimum of 3 years' experience in all aspects of Housekeeping;
- At least 2 years of supervisory experience;
- Previous experience managing a team of housekeeping employees through motivation, coaching and development.

**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.

**The closing date for this position is **Monday 22<sup>nd</sup> April at 12pm.****

**To apply for this position please email your CV to [HR@galgorm.com](mailto:HR@galgorm.com) Ref; HM – SC 04/19**

**Galgorm Spa & Golf Resort are an Equal Opportunities Employer**