

Apartment Manager

Location: Cordia Apartments, 355-367 Lisburn Road, Belfast, BT9 7EP

Department: Management

Reports to: Company Director

Hours of Work: 40 hours per week

Rate of Pay: £11.00 per hour

Job Overview

The Apartment Manager will co-ordinate, direct and manage day-to-day operations of the Apartments with a view to consistently delivering performance objectives focused on business revenues, guest satisfaction, and property management

Duties and Responsibilities

Customer Relations:

- Oversee the guest service function to ensure corrective action is taken to resolve guest complaints and ensure superior guest service is delivered

Professional Techniques / Production:

- Co-ordinate, direct and manage the operations of the Apartments to achieve targets in profitability, guest satisfaction, financial aspects of the business and maintenance of the building
- Direct and manage operations to ensure optimum performance and continual improvement in the five Key Result Areas (guest service, employees, sales/marketing, property appearance, and profit/financial control)
- The role includes goal setting, motivation/discipline of employees, wage cost control, control of general expenses and resolving guest related issues in accordance with company goals
- Ensure that product quality standards are met in all areas of the Apartments as it relates to the appearance, levels of maintenance and cleanliness; establishes and maintains preventative maintenance programs to protect the physical assets of the Apartments
- Follow operating standards and ensure that requirements are met

Management and Administration:

- Other duties and responsibilities may be assigned. The Apartment Manager is expected to work in other areas of the Apartments when needed to assist operations and to perform job duties not necessarily contained in this job description, as required for the successful operation of the Apartments

People:

- Prepare rotas to ensure the smooth running of the business within cost budgets
- Overview HR matters including interviewing, hiring, training, assigning work, coaching/counselling and performance appraisals

Accountability

The Apartment Manager will be required to work evenings and weekends as may be required by the needs of the business.

Qualifications and requirements

Essential:

- Experience as a departmental manager within a Hotel or Serviced Apartments
- Ability to communicate, both verbally and written, effectively with guests, vendors and co-workers
- Problem solving skills and ability to work on own initiative
- 3 A-levels or equivalent
- Efficient in time management and goal oriented
- Must read, write and speak the English language fluently
- Strong Microsoft skills
- Candidate must work well with others and have a pleasant and approachable manner

Desirable:

- Higher level qualification or management training
- Experience as an Apartment Manager of Serviced Apartments
- Local market knowledge and experience with emphasis on local, corporate and group business

Andras Hotels Employee Benefits:

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

Holiday Entitlement

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The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job