

Assistant Housekeeping Manager

Location: Holiday Inn Express, 106A University Street, Belfast, BT7 1HP

Department: Housekeeping

About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company. We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company. Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group and we are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

The moment a guest steps into one of our hotels, they walk into a genuinely memorable experience. As Assistant Housekeeping Manager you'll help the Housekeeping Manager in supervising all aspects of housekeeping and laundry – ensuring high standards are maintained.

You will be an approachable person, confident and professional in personality, possess a welcoming, friendly and outgoing manner and the ability to develop and manage your team. You will have strong attention to detail and be able to carry out instructions. You will have the ability to carry out manual handling tasks.

Why Work for Us...

Andras Hotels Employee Benefits:

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme

Main Duties and Responsibilities...

People

- Assist Housekeeping Manager in managing day-to-day staffing requirements, plan and assign. Provide mentoring, coaching and regular feedback to help manage conflict and improve employee performance
- Ensure staff are fully trained in all mandatory Brand and Health & safety trainings and has the tools and equipment to carry out job duties
- Promote teamwork and quality service through daily communication and coordination with other department heads
- May assist with planned deep cleaning projects and/or assist housekeeping staff during high volume periods.

Financial

- Monitor staff hrs on day to day basis.
- Control Chemical usage in Hotel.
- Maintain proper inventory levels, managing cost per room for supplies and labour (example: bed & bath linen reuse and laundry operation).

Guest Experience

- Check public areas, guest rooms/suites, equipment, linens are clean and in good repair advise team members of areas of improvements
- Perform housekeeping duties necessary, including making beds as well as vacuuming and cleaning guest suites to ensure guest satisfaction
- Handle complaints and special requests to achieve complete guest satisfaction
- Comply with special needs and requests of the guests, VIPs and repeat visitors.

Responsible Business

- Maintain and order supplies and equipment in a timely and efficient manner while minimizing waste and maintaining “green” initiatives (example: container recycling and cleaning agents)
- Maintain procedures for security of lost and found items
- Perform other duties as assigned. May also serve as Acting Housekeeping Manager in absence of Housekeeping Manager
- Involve team in preferred Hotel Charity
- Educate team in Hotel’s Green Engage programme to reduce Hotel’s Carbon footprint.

Behaviours...

- Teamwork – work cooperatively and effectively with others
 - Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
 - Commitment – “I do what I say”, commitment to do the best in everything I do
 - Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
 - Integrity – honest, respectful and accountable.
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Accountability...

- Works throughout the Housekeeping Department
 - Hours of work will include mornings, afternoons, weekends and bank holidays.
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Qualifications and Requirements...

Essential:

- 1 years’ housekeeping experience to include supervisory experience
- A high level of written and verbal communication
- Must speak Fluent English.

Desirable:

- Previous experience in the hospitality industry.
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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.

To apply please send CV to michelle.trotter@andrashouse.co.uk
