

Housekeeping Manager

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

Department: Housekeeping

Hours: 40 hours per week

Rate of pay: £12.88 per hour

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...

This is a crucial role within a dynamic and fast paced environment. As Housekeeping Manager, you will oversee all aspects of housekeeping and laundry ensuring high standards are maintained. This is a hands-on role providing support and assistance to your team while leading by example and setting high standards to ensure the service is operated safely, hygienically and to contractual specifications

About You...

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.

Why work for us...

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Crowne Plaza Gym
- 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

Duties and Responsibilities

People

- Manage day-to-day staffing requirements, plan and assign work and establish performance and development goals for employees. Provide mentoring, coaching and regular feedback to help manage conflict and improve employee performance
- Educate and train all employees in compliance with governmental and safety regulations. Ensure staff is properly trained 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 deep cleaning projects and/or assist housekeeping staff during high volume periods.

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)
- May maintain procedures for security of lost and found items
- Perform other duties as assigned. May also serve as manager on duty.

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.

Financial

- Help prepare annual departmental operating budget and financial plans. Monitor budget and control expenses with a focus on increased productivity.
- Maintain proper inventory levels, managing cost per room for supplies and labour (example: bed & bath linen reuse and laundry operation).

Accountability

- Manage team of housekeepers
- Hours of work will include mornings, evenings and weekends
- Act as Duty Manager when required
- Reports to the General Manager.

Qualifications and requirements

Essential:

- One year experience housekeeping experience
- One year experience in a supervisory / management position
- A clear understanding of speaking and understanding English.

Desirable:

- Two years' experience as a Housekeeping Management.

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 your CV to michelle.trotter@andrashouse.co.uk