

We are looking for bright, engaged individuals to join our dynamic and friendly team.

Supercity Aparthotels are...

... a family-owned brand of boutique aparthotels with properties in London, Manchester and soon to be Brighton. We offer all the advantages of an apartment with many of the benefits of a hotel, all with our signature touch of style, charm and sophistication.

Since 2009 we have led the way in superior and stylish serviced apartment hotels; we're all about providing a luxurious, private and relaxed environment with a "professionally informal" service – mainly for business travellers and extended stay guests.

We're a growing business looking for hospitality superstars to join the Supercity family – we're looking for fun, passionate and ambitious people with an interest or previous knowledge of the industry. We love what we do; we're passionate about it, so joining Supercity Aparthotels means becoming part of a collaborative way of working where everyone's thoughts and ideas are encouraged and celebrated.

What's in it for you?

- *Be a part of a family-run business with the opportunity to influence how we do things*
- *Join a growing business with plenty of opportunities to develop yourself (and others)*
- *Benefits including employee and friends and family rates*
- *Team building and away days*
- *A strong team structure; creating a supportive and friendly work environment*
- *Learn from the best through a structured induction and in depth training*

We're looking for...

... an exceptional housekeeping professional to assist and support our exceptional Housekeeping Manager. We need someone who gets a kick out of seeing things done once and done right. Someone who loves order and impeccable cleanliness. Someone who works well as part of a team and likes to bring the team along for the ride. Someone who organises like mad, has a willingness to learn and has a desire to exceed expectations. At Supercity Aparthotels, cleanliness and hygiene is no joke; we're a bit compulsive like that.

The Deputy Housekeeping Managers role is to assist the Housekeeping Manager in the exceptional care and upkeep of all apartments, public areas and team areas to ensure a clean and comfortable environment for all our guests and teams. An efficient Housekeeping department is integral to the smooth operation of the Aparthotels and this role works across our 3 London properties.

Key responsibilities

- Assisting the Housekeeping Manager with the day to day operations of the department.
- Upholding all procedures and standards to ensure that the Aparthotel is not compromised
- Prioritising your own workload and that of the Housekeepers.
- Problem solving with the support of the Housekeeping Manager.
- Managing rotas to ensure we have the resource to maintain high standards across all properties.
- Managing suppliers and the efficient control of stock levels
- Training and upskilling the team to consistently deliver the highest standards of cleanliness
- Produce daily lists / schedules to ensure resource is effectively distributed across all properties.
- To chair daily departmental meetings to communicate priorities to the Housekeeping team.
- Communicating the needs of the guests and business to the Housekeepers
- To report any maintenance issues and follow up as necessary, and to ensure the team are communicating issues they find

- Drive consistency of standards through daily inspections and providing any additional training to the team where necessary.
- To ensure proper storage of Housekeeping supplies.
- To induct and train new starters and agency team members to ensure that they are fully aware of the standards, including health and safety requirements.
- To bring to the attention of the Housekeeping Manager any poor performance or misconduct issues.
- To ensure that any security issues are brought to the attention of the Housekeeping Manager / Front of House Manager immediately.
- To comply with all relevant internal rules, policies and procedures, including those relating to Health and Safety, Data Protection etc
- To communicate with guests according to the Supercity Aparthotels brand standards and ensure all Housekeepers are doing the same.

Requirements

- GCSE English Language or equivalent.
- NVQ in Accommodation Services at Level 2 or above.
- NVQ in Team Leading at Level 2 or above.
- Basic Health & Safety Qualification.
- Practical Training Certificate.
- Genuine interest in the serviced apartment / hotel industry.
- Experience in Housekeeping in 3*, 4* or 5* hotel or serviced apartments.
- Knowledge of standards and managing a team to deliver consistent results.
- Ability to contribute to service and / or process improvements.
- Ability to handle and resolve basic guest queries and complaints.
- Ability to train colleagues on a one to one basis in work related tasks.
- Excellent telephone manner.
- Basic knowledge of MS Office Outlook, Word, Excel.
- Proactive and self motivated.
- Outgoing and confident with a sense of professionalism at all times.
- Able to work in a fast-paced and customer service driven environment.
- Meticulous attention to detail.
- Knowledge of OPERA software.
- Knowledge of MS Word.
- Excellent interpersonal skills.
- Strong organisational skills with the ability to prioritise workload.
- Ability to work unsupervised and as part of a team.

Package

- Salary: £23,000p.a.
- Hours: 40 hrs per week, worked over 5 days Monday - Sunday, on site 9 hrs/day between 7am and 7pm (during which time you can take a 1 hr unpaid break)
- Holiday entitlement: 28 days p.a. including Bank Holidays
- Pension
- Bonus Potential: 10% of Salary based on KPI's and financial performance.

This job description is intended to illustrate the key responsibilities of the job of Guest Services Team Member. It is not intended to be exhaustive and you are advised that the responsibilities may change from time to time.