

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...

... a confident and energetic individual to motivate our dynamic team and deliver 'on brand' at our stylish Aparthotel in Manchester's Northern Quarter.

We need someone to take ownership and drive consistent standards; someone who gets a kick out of seeing things done once and done right, who loves to deliver impeccable customer service, works well as part of a team and likes to bring them along for the ride. Someone who organises like mad, has a willingness to learn and a desire to exceed expectations.

Are you the Aparthotel Manager to lead this team and offer our guests some good old fashion northern charm? If you have exceptional managerial skills, an exacting eye for detail, and a passion for guest satisfaction, then we would love to meet you.

Key responsibilities

- As the most senior team member permanently based in Manchester, you will be responsible for the successful running of the building. You will assume full responsibility and team leadership of the Front of House and Housekeeping teams and dual responsibility for the Maintenance Operatives.
- Analyse performance, make recommendations and take those actions required to improve performance across all areas of the business.
- Attend a monthly business review with the Management Team.
- Handling HR duties, including established disciplinary procedures and appraisals.
- To meet with direct reports monthly ensuring that both personal and business targets are devised, agreed and achieved.
- To be the point of contact for any PR enquires or opportunities i.e. journalist or press visits on property.
- Develop the teams to fulfil their full potential, by appraising and identifying skill gaps.

- Ensure that all elements of our product are to the correct brand guidelines including team presentation.
- Ensure that our SOP's are regularly reviewed and re-trained into the team when necessary.
- To ensure that all guest communication is clear and meets brand guidelines.
- To ensure that all labour targets are achieved, and any additional requirements are necessary and if possible pre-agreed.
- To ensure that all initiatives are communicated to the team positively; making sure the team are aware of the benefits to the guests and themselves.
- Ensure that all controls for and food and beverage items are monitored, and a monthly stock check takes place, with any actions required to be delivered and reviewed.
- Understand and adhere to Data Protection legislation and guidelines.
- To attend events as appropriate.
- Responsibility for key initiatives, such as book direct guests and promotional targets, ensuring these are filtered down to the relevant departments.
- Comply with all relevant internal rules, policy and procedures, including those relating to Health and Safety.

Requirements

- Previous management experience in the serviced apartment or hotel industry.
- Knowledge of the Manchester market.
- Excellent communication and interpersonal skills.
- Excellent team building skills.
- Must have Opera PMS experience.
- Exceptional level of attention to detail.
- Exceptional customer service skills.
- Commercially confident and ability to shape business performance.
- Strong organisational skills.
- Strong verbal and written communication skills.
- Able to build, engage, and nurture a new team.
- MS Office Advanced.

Package

- Salary: £30k
- Hours: 35 hrs per week, worked over 5 days Monday – Friday (Some weekends required)
- Holiday entitlement: 28 days p.a. including Bank Holidays
- Pension
- Healthcare
- Bonus Potential: 20% of Salary based on KPI's and financial performance.

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