

Apartment Manager

To apply please send your cv to dnewton@sacoapartments.com

Job Purpose

The main purpose of the role is to ensure the smooth running of the SACO properties in order to maximise occupancy, revenue and provide an outstanding level of customer service to all SACO guests. The role holder will directly report to and assist the Area Manager and will also need to provide cover for the reception and night team during periods of absence and act as Duty Manager outside working hours.

Key Responsibilities

Operations:

- Ensure that apartments are always ready for guests to move into when required and occupancy levels are maximised
- Undertake routine checks of all apartments prior to guest arrival to ensure housekeeping and maintenance is up to standard and apartments are correctly presented inc. extras
- Proactively identify, report and deal with all maintenance issues and refurbishments when necessary to the operations manager
- To help recruit, train and manage the housekeeping team in conjunction with the Operations Supervisor to ensure cleaning is of the required standard and within budget, making recommendations for improvement when applicable.
- To oversee stocks of laundry supplies and monitor quality to ensure it is of the required standard.
- Work with the Operations Supervisor to ensure stocks of cleaning materials and welcome pack items are kept at sufficient levels without over stock piling.
- Be fully conversant with all H & S requirements for the building and complete routine testing as required in conjunction with the operations manager.
- Ensure the property meets VB – QIT & ASAP standards and reports/feedback are acted on ready for yearly inspection
- Work with the management company to ensure that any work that needs to be carried out is passed to them to complete.

Reservations:

- To ensure revenue and occupancy targets are achieved for Nottingham and Derby apartments by:
- Liaise with the Saco Reservations Manager to maximise occupancy and support the reservation teams across the business.
- Ensuring all incoming enquires and bookings are handled professionally and to agreed Saco standards in order to achieve conversion and occupancy targets. This will include personally dealing with enquiries and bookings
- Cross selling to other partners to ensure sales opportunities are maximised for the company where appropriate.
- Managing inventory and allocations to achieve sales targets.
- Ensuring the reception team are trained effectively to maximise sales.
- Monitoring sales performance through regular checks on forecasted activity lists and error sheets to maximise sales
- Supporting the business development team by identifying leads and sales opportunities and proactively following up to ensure conversions are maximised.
- Undertaking apartment viewings as required
- Actively look at our various allocations to make sure that sales are being maximised and if required liaise with the allocation manager to put on/ take off allocations to provide the most effective sales opportunities.

Manage Operations Team Resource:

- Recruitment of team members, placing adverts, liaising with agencies, conducting interviews
- Manage the induction of new staff
- Provide ongoing, on-the-job training for staff using the LEAD programme
- Conducting regular 1:1 review meetings and twice yearly appraisals to review individual team members performance and identify development needs
- Line Manager responsibility for ensuring that the reception, housekeeping, and night's team are managed effectively to include recruitment, training and ongoing performance management and reviews.
- Managing any performance issues within the team up to and including verbal and written warnings
- Prepare and manage the monthly rota so that all areas are covered 24/7 organising temporary cover if required
- Ensuring appropriate cover at all times when support is required including public holidays.

To provide reception cover for breaks and holidays:

- Meet and greet of all arriving guests. Provision of keys and show to apartments.
- Management of the switchboard. Answering the telephones in accordance with SACO company standards. This will include dealing with calls to/from guests, message taking and transfer of calls.
- Respond to any issues or complaints guest may have during their stay, ensuring remedial action is taken where applicable.
- Handling requests for ancillary services aiming to maximize sales and add value to customer bookings.

Customer Service:

- Build exceptional guest relations to gain total customer satisfaction and ensure repeat business
- Manage guest issues quickly and efficiently to provide first class customer service and prevent complaints.
- Ensure guest information is maintained to a high standard and updated in a timely fashion
- Encourage guest and bookers to complete guest surveys to improve standards and act on feedback

Financial Control

- Take responsibility for, adherence to and control of relevant running and administrative budgets
- Feed into the budget setting process
- Ensure that refurbishment spreadsheets are completed and that any refurbishment is planned through the year to manage the costs.
- Identify areas for cost reduction from the P&L sheets

Teamwork:

Work closely with other members of the Nottingham/Derby team to ensure an uninterrupted service to guests

- Liaise with other members of the Broad Quay team to ensure the smooth running of the building.
- Ensure handovers are completed smoothly
- To participate in training sessions at site and at head office in order to develop personal skills and improve efficiency and service.
- Provide positive and constructive input at team meetings

Training and Development:

- To be able to work as part of a team and help out other team members when necessary
- Provide Buddy systems to support new team members
- Proactively prepare for meetings/ reviews
- To be involved in and to ensure everyone is involved in training sessions
- To be prepared to work in other locations from time to time.

Skills

- Flexibility
- Attention to detail
- Planning & organising
- Car owner with clean Full UK driving licence

- Problem Solving
- Customer Focus (ext./internal)
- Sales driven
- Teamwork and co-operation
- Prioritising and working to tight timescales
- Effective communication and relationship building

Experience

- Previous experience in a similar role (including acting as duty manager) preferably within the travel or hospitality sector, including previous reservations experience.
- Previous experience of supervising a team is desirable
- Previous customer service experience preferably in the hospitality industry would be desirable
- Experience of working on a front desk in an hotel or similar environment would be advantageous

Location/Role specific

Location: Based at the SACO Apartments in the location advertised, but will need to be visiting properties on a daily basis so must be able to travel between locations.

Hours: 9am – 5.30pm, to include weekends, bank holidays and Christmas cover (hours are 9-5:30 but high degree of flexibility will be required due to the nature of the business)

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