

Saundersfoot Harbour:
Wales International Coastal Centre Developments
Job Description: Accommodation Supervisor
Excellent salary; plus, potential performance bonus incentives
Role: Permanent, full time

Saundersfoot Harbour is a Trust Port. This means our profits are reinvested back into the Harbour to continually improve the facilities, operation and experience for mooring holders and visitors alike. The Harbour is managed by a Board of Commissioners and their Executive team and is operated by a dedicated, full-time team of harbour staff.

As a result of the Board's substantial investment strategy, the Harbour facilities will become the **Wales International Coastal Centre (WICC)**. The WICC projects have comprised; the new National Events Deck, disabled access, expanded boat storage and lifting facilities. Current developments include the **Marine Centre of Excellence, Ocean Square**, and a heritage recreation of a coastal schooner on the events deck. We now require an **Accommodation Supervisor** to support our Management team through fit-out and ongoing operation of the new short-term accommodation pods on the Harbour.

Primary Responsibilities:

- Managing, training and motivating housekeeping staff
- Taking personal responsibility for the cleanliness of each guest room
- Oversee hospitality and customer service functions to include maintenance, presentation of rooms and communal areas
- Attendance at meetings and reporting on lettings, rent and site issues
- Ensuring operation and use of the accommodation areas meets our stringent requirements for the health, safety and enjoyment of guests
- To manage the letting cycle to include; viewings, check-in and check out, the booking website, inspections and documentation
- Handling complaints and scheduling and management of tradespeople

Duties:

The post holder will be part of the team leading the Trust Port's growth to establish and promote it as a National and International Coastal Centre of Excellence. Duties will include:

- Supervising the set-up, and operation, of the short-term accommodation pods so they meet timescale, quality and budget plan
- Evaluating potential housekeeping staff candidates and making hiring decisions with the input of senior management
- Ensuring budgetary and audit targets are achieved, and accurately reported
- Ensuring the accommodation units are always ready for guests. (As well as supervising the housekeeping team the post holder will provide hands-on support as and when necessary)
- Leading from the front to set a good example for the staff.
- Staff development; including the ability to critically evaluate current performance levels and identify opportunities and areas for improvement
- Creating weekly shift schedules and daily assignment schedules
- Identifying seasonal trends and marketing opportunities to assist the Commercial Manager maximising the potential of the accommodation units

Qualifications:

Candidates should have a good standard of education/ hold related qualifications. Appropriate equivalent experience would also be considered (*If you are unsure as to whether your experience and qualifications are relevant for this position then please contact the Commercial Manager Bradley Davies to discuss this 01834 812094; Extension 3*)

Experience:

Candidates who can demonstrate experience and success in one or more of the following areas will be at an advantage.

- Experience in supervising housekeeping staff in a leisure, hotel, resorts, serviced apartments, or holiday environment.
- Facilities management
- budget control
- Accommodation fit-out

Competencies:

- Having strong attention to detail, organisational skills, and an obsession with cleanliness
- Performing well in a sometimes chaotic and fast-paced environment
- A positive and enthusiastic hands-on approach; duties will include actual housekeeping duties at times
- Able to solve problems, make decisions, remain calm, and respond positively to challenging situations
- A self-starter, happy to work alone and as part of a team
- The ability to effectively prioritise and plan own workload while remain focussed on outcomes
- Knowledge of facilities management and the ability to arrange ongoing repairs and maintenance of the accommodation units within the budget
- The ability to lead a small team to ensure the smooth running of the accommodation facilities, including the safety and wellbeing of guests
- The skills and experience to ensure procedures are in place to manage the accommodation units and ensure staff rotas are in place to meet changing seasonal or other requirements
- Operational knowledge of housekeeping cleaning equipment and inventory and safety hazards e.g. COSHH
- The ability to carry out risk assessments of cleaning materials based on COSHH and to ensure the housekeeping team works in a safe environment and guests are not exposed to hazards
- Coordinating and planning allocation of accommodation throughout the year
- The ability to control and manage stock levels, order supplies and manage the laundry changes

Personal Qualities and Attributes:

An understanding and commitment to equal opportunities; Clear understanding of Health and Safety and Risk Assessment processes; results oriented; self-motivated; ability to work under pressure; integrity; fairness and consistency; willing to learn new skills, where necessary, to effectively undertake the role.

Personal Circumstances:

The role will involve some evenings, weekend and bank holiday work and requires a flexible approach.

This job description is not intended to be exhaustive and in addition to these functions, the post holder is required to carry out such other duties as may reasonably be required, provided it is within his/her competence and /or training will give that competence.

This post has been made possible due to the development of the new Harbour facilities, the scheme has been part-funded by the European Regional Development Fund through the Welsh Government, and the Coastal Communities Fund.