



Night Front Office Manager

Location: Manchester, Deansgate

Closing Date: 31/04/2024

Description:

The front office = the heart of every single one of our hotels. It's the team who first greets guests when they step inside, attends to their every request, and introduces them to the brand. Supervising that team is a big job, because it requires a diverse range of skills, from analytical thinking and problem solving to self-assuredness and an ability to get along with everyone. Not to mention an almost instinctive desire to enhance the stay of every single guest. We're currently seeking an impossibly charismatic Night Front Office Manager at our Manchester Hotel. Our dream candidate intimately understands the dynamics of this role and how it greatly impacts the overall guest experience at our hotels. If you feel this role is calling out your name, we'd love to hear from you.

Responsibilities:

About you:

- Passionate about hotel operations and guest service with a minimum of 3 years' experience working in a Night Management role, preferably within an upscale or luxury hotel environment.
- Advanced knowledge of front office operations, a strong leader and a proven track record in guest and team member engagement and financial performance.
- Excels at communication, both verbal and written.

Benefits:

Designed by Nature work environment, Health & Wellness programs to suit all, Mental Health Training and collaborators with So Lets Talk, Corin & Co and more

Career Advancement: We're growing rapidly and with growth comes advancement opportunities (around the globe)! SH University - Offers team members a chance to grow and flourish

Work/Life Balance: Paid Time Off, Holidays, Agility, Cycle Schemes

Pay it Forward: A day annually to volunteer & plus hotel organised volunteer opportunities throughout the year, Earth day giving back activities, Retirement Planning Pension schemes, Wagestream financial planning services, Team Member recognition programs, Recommend and friend schemes, Free food on shift in your very own team canteen, Discounts across our properties and venues worldwide for all team members.

Inclusive & equitable work environment for all

Details:

Rate of Pay: Competitive
Working Hours: 40h per week, 5 out of 7 days
Contract Type: Full Time, Permanent

If you're interested in this role, please contact:

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