

JOB DESCRIPTION – Accommodation Manager

PURPOSE OF THE JOB

To assist the General Manager and Operational team in ensuring that the accommodation offer is implemented and maintained to the highest standards, complying with all relevant regulations and guest experience is exceptional.

KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Ensure all operations conform to legal regulations with regard to health and safety requirements and ensure that guests are compliant with health and safety/site rules.
- Take responsibility for the security of the offer
- Be on call for emergencies and respond to all emergencies appropriately and in a timely manner
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Take pride and responsibility in the appearance of the accommodation offer: including completing tasks such as gardening, litter picking, waste management, conducting routine cleanliness checks, and regular comprehensive deep cleaning of the facilities
- Conduct regular tasks to upkeep the standards of the offer such as maintaining and repairing/replacing fixtures, fittings, equipment and hot tub maintenance where relevant.
- Check guests in and out of the accommodation offer
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit memorable.
- Deal with all guest feedback professionally.
- Proficient use of the accommodation booking system including handling enquiries, taking advance bookings, completing daily admin, book-keeping and handling payments
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback on social media.
- Attend all training sessions and team meetings as required.
- Work towards OKR's and personal development blueprint.

- Ensure that all policies and procedures are adhered to
- Identify any suggestions for improvement to enhance the guest experience within the attraction.

ATTRACTION/ OFFICE SPECIFIC REQUIREMENTS

The position will require a person of significant discipline and flexibility who works well under pressure not only as part of a team but also in isolation.

Given the nature of the work, the post holder will be expected to work outside in all weather conditions and should be confident working in a self-sufficient way.

An exemplary attitude to Health & Safety and a passion for Guest Service are essential.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role