

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*
- *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...

... an exceptional housekeeper to bring a little bit of sparkle to our lovely apartments. Someone we can trust to respect our guests, who has an exceptional eye for detail and brings a positive attitude.

Our new housekeeper will need to integrate into a wonderful team of efficient and confident people, who support each other to create a Housekeeping Department that is the foundation of our smooth running aparthotels.

Key responsibilities

- To complete both check out cleans (empty rooms) and turn over cleans (occupied rooms) to the Supercity standard within the allocated timeframe.
- To clean common areas, gym, reception and staff areas as required
- To report very dirty rooms, damages or any other unusual occurrences to the Housekeeping Supervisor.
- To inspect bed linen and towels when changing beds and bathrooms, ensuring a consistent condition, fresh, colour consistent and free from stains and tears. Removing and reporting any rejected linen and towel stock.
- To be aware of the condition of the apartments and report any maintenance issues to the Maintenance department
- To report any dilapidations and / or discrepancies within an apartment to the Housekeeping Supervisor immediately.
- To dispose of rubbish in the correct manner ensuring recyclable items are separated for recycling.
- To ensure that all lost property is handed in to the Reception.
- To ensure that instructions for cleaning materials are always adhered to and COSHH regulations are followed.
- To report any safety hazards or defects that cannot be rectified to the supervisor e.g. faulty electrical equipment.

- To undertake other duties and tasks that from time to time may be allocated to the jobholder.
- To comply with all relevant internal rules, policies and procedures, including those relating to Health and Safety, Data Protection and all those contained within the issued Team Handbook.
- To be polite and accommodating at all time to our guests

Requirements

- Experience of a similar role within 4* or 5* hotel or apartments
- Good spoken English
- Basic written English
- Ability to follow instructions and make decisions
- Excellent attention to detail
- Strong customer service skills
- Ability to respond to customer requests
- Ability to work independently and as part of a team
- Basic IT skills

Package

- Salary: £21,216p.a.
- Hours: 40 hrs per week, worked over 5 days Monday - Sunday, on site 9 hrs/day between 7am and 7pm (during which time you can take a 1 hr unpaid break)
- Holiday entitlement: 28 days p.a. including Bank Holidays
- Pension

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