

Our Director of Front of House, Jac, is looking for an experienced and energetic Assistant Front Office Manager (Duty Manager,) with the confidence and passion to lead, guide and support the Front Office Team at Sea Containers London. This role would suit an experienced hotel Duty Manager with bags of energy and the passion to further drive and shape the guest experience for our guests.

This role will report into the Front Office Manager and is responsible for supervision and co-ordination of the Front Office department, health and safety of staff and guests and for ensuring that all staff and guest issues are dealt with in an effective and timely manner.

Who are you?

- Previous experience in a similar role and 4/5\* high profile hospitality environment.
- Experience of working in a high volume, guest facing position.
- Comfortable to work independently and proactively with strong decision making skills.
- Passionate about the Hospitality Industry and Guest Experience.
- A fun and genuine manner with the ability to build and maintain positive working relationships with colleagues and management.
- Knowledge of Opera PMS is essential.
- This position is based on a 12 hour, 4-on 4-off, shift pattern. Although we have a permanent Night Manager, some overnight shifts should be expected to assist in covering days off and holiday.

Duties and Responsibilities

- To act as the hotel Duty Manager, representing the Senior Management team and responsible for the smooth running of Front of House operations throughout the shift.
- To engage in conflict management and attend to guest requests and feedback courteously and promptly when required.
- Report any accident, incident or theft for both internal and external guests. Liaise with Security Team as appropriate.
- Check current day arrivals and departures, taking appropriate action in the event of fully booked situations.
- Assist with online reputation management and respond to in-stay guest feedback and provide immediate resolution where possible.
- To promote the wellbeing and motivation of the Front Desk and Bell & Door Team.
- To conduct annual staff appraisals for the Front Office Team.
- Maintains visibility in public areas and other hotel outlets during peak timings.
- Understands and can implement all emergency plans including accident, death, elevator, thefts, vicious crimes, bombs, fire, etc.
- To be fully conversant with Hotel availability at any given time and to maximize hotel revenue taking appropriate action in the event of fully booked situations.

Who are we?

We are a family who commit to transforming emotional connection into extraordinary experience that are memorable.

In addition to a competitive salary, we offer a range of benefits that include:

- Constructive and regular Performance Review system.
- 28 days holiday (increasing based on length of service). ○
- Quarterly Employee Award Ceremony, team activities and social events. ○

- Discounted Employee and Friends & Family rates on rooms and F&B.
- Meals on duty and uniforms/ dry-cleaning provided.
- Discounted Gym membership.
- Enrolment into schemes and incentives such as Ride to Work, Season ticket loan and Pension.

*You must have the Right to Work in the UK to be eligible for this role.*