**Butler**

**Knappogue Castle**

**Permanent Position**

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| **Role Purpose:** |
| We are seeking a Butler as the main point of contact for our guests at a 5-star apartment, Knappogue Castle, Co. Clare. The Butler will provide personalised and high-end service to guests, overseeing their visit and anticipating their needs with efficiency and discretion. They will work and manage a team of staff to provide excellent service in a luxurious setting. The ideal candidate will demonstrate a strong attention to detail.  This role reports directly to the Director of Operations |
| **The Role:** |
| * Greeting guest and acquainting them with the apartment’s amenities * Anticipating guest’s needs and solving their problems. * Researching dining and entertainment recommendations and making reservations * Providing directions and information about local points of interest * Ensuring rooms and common places meet with standards. * Managing staffing payroll and attendance * Coordinating Events for guests * Overseeing household staff * Organising the household schedules * Work with the team to promote a friendly, secure and professional work environment. * Running essential errands for guests |
| **Essential Requirements:** |
| * Efficient multitasker, with strong organisational and leadership skills * Strong interpersonal, communication skills and active listener * Attention to detail, and ability to remain calm in stressful situations. * Ability to work well with others. * Impeccable attention to personal appearance * Flexible weekend and nighttime availability   The ideal candidate will hold a degree in hotel management and have 5+ years’ working experience. Prior experience as a Butler in either the hospitality or catering/event industry or as a domestic Butler will be an advantage. Remuneration will be discussed with candidates on an individual basis, applications in the form of a current CV should be sent to [hr@shannonheritage.com](mailto:hr@shannonheritage.com) to arrive no later than ……………..,  **PLEASE NOTE:** *from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you*. *Shannon Heritage DAC is fully aware of GDPR requirements and all related recruitment data is managed in compliance with the relevant regulations. For successful candidates, their application and any related paperwork will be retained in the personnel file for the duration of their employment and as necessary for a period thereafter. For unsuccessful candidates, applications and correspondence shall be retained for a period of 12 months. Where any data is retained, this will be managed by HR. All data will be treated in confidence and all appropriate security measures will be applied.* |