**House Manager**

**Knappogue Castle**

**Permanent Position**

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| **Role Purpose:** |
| We are seeking a House Manager to manage receiving and departure of guests at a 5-star apartment, Knappogue Castle, Co. Clare, to manage, create schedules and assign tasks to household staff, ensuring the smooth running of this luxurious apartment.  The ideal candidate will demonstrate strong leadership skills steering their team in always providing excellent customer service.  This role reports directly to the Director of Operations |
| **The Role:** |
| * Supervising and training of all household staff * Ensuring the team are prepared for guest arrivals. * Ensuring the comfort of guests and enlisting the co-operation of any other departments when required * Overseeing the procurement of household goods * Looking after the needs of guests, organising dinner, tours, or events * Hands on with all administrative duties * Greeting guest and acquainting them with the apartment’s amenities. * Ensure the household runs smoothly adhering to and managing inventory. * Establishing any maintenance or repairs required and liaising with the maintenance team. * Ensure that all safety requirements are compliant. |
| **Essential Requirements:** |
| * Efficient multitasker, with strong organisational and leadership skills * A good communicator, understating the clients likes and dislikes. * Being knowledgeable with a wide range of areas related to the role. * Being responsible, efficient, and organised * Flexible weekend and nighttime availability   The ideal candidate will hold a degree in hotel management and 4+ years working experience. Prior experience in a similar role 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.* |