

## **JOB TITLE**

### **Head of Accommodation**

#### **About us**

Duncan & Vicki McConchie have worked tirelessly over the last 4 years to grow the business at Laggan into an all year round Destination of Excellence. In 2016 they opened 8 Sea View Snugs, in 2017 added a further 2 and have recently opened 8 brand new Snugs and 2 holiday cottages. These properties now allow for up to 44 people to stay on site. As the business capacity has grown, so too has the role of the management of the Snugs and we are now looking for someone with a track record in holiday lettings, to drive this side of the business forward and proactively promote and manage them.

#### **Job Description**

##### **MAIN PURPOSE AND SCOPE OF THE JOB**

To ensure the smooth and efficient running of our holiday property portfolio of 20 units, from first point of customer interaction to follow up once the customer has left after their stay.

##### **DUTIES AND KEY RESPONSIBILITIES**

Systems - Ensure the booking system is 'fit for purpose' and that it allows for a seamless booking process for customer & colleague. Oversee all bookings, making sure customers payments are managed efficiently. Ensure systems are in place for cleaning team, reception team etc so they know what to do and when and how to do it and ensure compliance with health and safety legislation and licensing laws for the different property types.

Cleaning team - Manage the team, their rotas, working hours, holidays and ensure they know their roles and responsibilities. Delegate the management of all linen control, cleaning products control & stocking & oversee. Ensure cleaning levels are maintained & always look for opportunities to improve. Compile all cleaning check sheets.

Occupancy levels - Manage, record & exceed levels. Forecast gaps in occupancy & methods to fill. Manage all promotions to ensure that discounting only happens outside core periods. Develop seamless booking process for discount vouchers.

Marketing - continually look for ways to market the properties and increase occupancy levels. Develop new Facebook page for GG's Sea View Snugs & gain new following. Don't just sell us, inspire people to dream. Further develop database of contacts and send monthly newsletter to promote events with cafe, Laggan Outdoor & Venue.

Bookings - along with the reception team, deal with bookings in person over the phone, face to face or via email in a timely manner.

**The successful candidate must:-**

Have a proven track record in the holiday lettings industry

Be fluent with the operation of Supercontrol

Be a strong team leader

Be self driven and strive for perfection

Have excellent people skills

Have a good understanding of marketing holiday properties

Be fluent in the use of computers

**The role will:-**

Be 5 days a week from 0900 - 1700 and will include weekends on rotation

Salary will be subject to experience

**The application process:-**

The closing date for applications to be received is Friday 3rd May, 2019.

Interviews will be held w/c 13th May, 2019.

Successful applicant will be notified by Friday 17th May and position will start at a mutually agreed date thereafter.