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**NIGHT DUTY MANAGER**

**£28,000 pa - 4 days on 4 days off rota shift pattern**

Join us at Rutland Hall, a beautiful destination hotel and resort, located in the serene setting on the banks of Rutland Water. We are seeking a **Night Duty Manager** to lead our busy Nights team. Reporting to the Reception Manager, this is a full-time, permanent position (40 hours per week - shift times 21:30 to 08:00, inclusive of 30-minute break.

As Night Duty Manager you will lead our busy Nights team, overseeing key operational duties during the night shift. Your responsibilities include ensuring guest and staff safety, delivering exceptional service, motivating and supervising the team.

**Key responsibilities:**

**Reception**: Handle arrivals, room availability, and guest enquiries. Coordinate with the Reception Manager and implement process improvements.

**Guest services**: Provide personalised service, handle complaints professionally, and coordinate guest needs with other departments.

**Security and safety:** Monitor property, respond to emergencies, enforce policies, and ensure safety protocols are followed.

**Team management**: Supervise night staff, provide training and support, and maintain a positive work environment.

**Duty manager responsibilities**: Act as the primary point of contact, resolve issues, and assist with administrative tasks.

**Operational management**: Oversee night audit process, ensure cleanliness, and address any maintenance issues.

**Requirements:**

* Ideally previous experience of working night shifts within the hospitality industry.
* Strong leadership and management skills, with the ability to effectively supervise and motivate a team.
* Excellent communication and interpersonal skills, with a focus on delivering exceptional customer service.
* Ability to remain calm and composed in high-pressure situations and emergencies.
* Proficiency in hotel management software and systems.

Join us in providing exceptional service and ensuring a memorable experience for our guests. Apply now to be part of our dynamic team!

**What we offer:**

* A professional and supportive work environment
* Opportunities for personal and career growth
* Competitive salary and benefits package
* Free car parking
* Colleague food while on duty
* 24-hour access to Employee Assistant Programme

Interested? Send your CV and application now!

*By applying for this role, you are consenting for us to hold and process your data in compliance with the General Data Protection Regulations. If you have any questions or wish to exercise your right to access, erase or restrict the holding or processing of your data please contact us and we will respond to your query as soon as possible.*