



Front Office Supervisor

Full Time (40 Hours)

Salary commensurate with experience

The Hilton Garden Inn Emirates Old Trafford is an award-winning four-star hotel at the home of Lancashire Cricket. Offering modern accommodation for business and leisure travelers, the hotel has 150 bedrooms, including 80 pitch-facing rooms with balconies, a residents' gym, restaurant, business centre and an on-site Caffè Nero.

Emirates Old Trafford offers the unique combination of an award-winning and multi-purpose venue, with a Club that is iconic for sport both locally and globally. The multi-million pound redevelopment has further cemented the Club's positioning as a leading venue in Greater Manchester.

The Club is set to host an exciting array of international fixtures in what will be a historic 2019, including the 4th Specsavers Ashes Test in September, and a record six ICC Cricket World Cup matches – which returns to England for the first time in 20 years – bringing in excess of 200,000 visitors to the stadium for international cricket.

We are looking for an enthusiastic, energetic and professional Front Office Supervisor to join the team.

Key Responsibilities

As a Supervisor you will support the Front Office Manager in ensuring that the front office team are prepared and well-informed to deliver our guests an exceptional experience from check-in through to check-out. Assisting with the directing and administering of the Front Office operations duties will include (but are not limited to) guest service and registration (check-in & check-out), systems use and management, department supervision on shift and policy and procedure implementation and enforcement

Key to the Role

With exceptional grooming and presentation it's likely you'll have a proven background within a high level branded hotel environment, having worked in a Supervisory capacity, or senior Receptionist role, looking for your next career challenge. Your communication skills will be exceptional with the ability and confidence to build strong relationships able to connect and converse effectively with guests. In addition to this you will also need to be highly organised with great attention to detail and demonstrate you are capable of supervising a team and deputising for the Manager and working as a Duty Manager. Flexible with working arrangements as the role is within a 7 day a week operation, you must be able to cover early starts, late evening finishes, weekends and occasional nights.

Take a look at the Job Description and if you have the relevant skills and experience, and wish to apply for this role please send your CV with current salary details to Alex Bullough, Recruitment and Training Manager, Lancashire Cricket at humanresources@lancashirecricket.co.uk.