



## Hotel Shift Duty Manager & Receptionist

As a shift duty manager & receptionist, you will be an important part of the small company management team. You will have a heart for hospitality, & importantly an understanding of what it takes to work for an independent property, which requires the team to fill a diverse number of roles.

The shift duty manager / receptionist, is the welcoming face of the hotel & runs the shift. You will be responsible for leading daily front desk operations, ensuring exceptional guest service, coordinating handovers across morning & evening shifts.

## Essential Role & Responsibilities

- Ensure a clean, safe & welcoming guest environment.
- Supervise the shift as duty manager, alongside general reception, reservation, & shift duties.
- Food & drink service in the bar & lounge, & assisting with breakfast service as required.
- Assisting with meetings, events & groups coordination & in house service.
- Coordinate with the housekeeping team, & carry out regular property inspections to maintain standards.
- To work a variety of shift patterns, to include some weekends & bank holidays as required, & act as the sleep duty manager. (2 nights per week on a rolling rota, paid as an additional amount).
- Support training & management of other hotel team members.
- Create a positive culture in line with our company values.

## Key Qualifications & Skills

- Experience of front desk experience in a hotel / leisure environment, with proven shift-leading or supervisory capability.
- IT Literacy: Proficiency with hotel property management systems (PMS) & good working knowledge of Microsoft Office.
- Good written, verbal & organisational skills.
- The ability to deliver natural hospitality & be flexible.
- The ability to problem solve & stay calm under pressure, & work independently.
- A professional appearance & attitude.

## Benefits

- You will get hands-on experience across multiple areas, & build skills.
- Genuine Flexibility: A small & caring team that understands life happens. You can expect adaptable work arrangements a management team that prioritizes well-being.
- Enjoy open communication directly with founders & hotel leadership. You will always understand the "why" behind company decisions & have a clear view of the bigger picture.
- Attractive salary with additional payment for sleep ins.
- Occasional team activities & benefits.