

Job Title: Relief Assistant Manager (Live Out)

Reporting to: House Manager

Basic Salary: £23,000 - 25,000 per annum

Hours: 40 hours

Location: Various LHA Location

Our Business:

LHA London has been providing high quality accommodation in London since 1940 and now have fourteen large hostels providing affordable accommodation for nearly 2000 people in the capital. Our residents are young, single people studying or working in London, and live with LHA either to undertake educational courses, or if working, to give themselves time to familiarise with London, to make friends and to decide whether or not to make more private and long-term arrangements for housing.

Main Purpose of Job:

To support the House Manager and Team Members in the efficient management and organisation of the hostel to ensure a consistent and excellent level of service at all customer contact points. To deputise in the absence of the House Manager, where appropriate, including direct line management responsibilities.

Key Responsibilities Include:

- To manage the effective delivery of customer service, encouraging all employees and volunteers to consistently deliver a positive experience to all customers.
- Proactively review and respond to customer feedback seeking opportunities to improve the overall customer experience.
- Ensure the efficient use of LHA's booking system to generate income and maximise profitability for the LHA.
- Drive all sales opportunities, actively encourage and promote sales activities and initiatives within the team to maximise all available opportunities.
- Effectively support the manager to report and comply with LHA's budget and financial management/ accounting systems to control expenditure and income.
- Conduct regular team meetings and performance management reviews to actively develop the capability of the team and individuals, ensuring success is recognised and celebrated. Be motivational and communicative to ensure all organisational policy and other information is passed to relevant individuals.
- Positively support the manager and contribute to new ideas and areas for improvement to the overall product and service within the hostel.
- Support managers and peers and take ownership for standards of cleanliness throughout the Hostel to ensure these are maintained at all times.
- Ensure compliance with all Health & Safety regulations.

- Deputise in the absence of the Manager and provide support to other hostel functions where necessary.

Key Requirements:

- Proven ability of, or able to demonstrate, management of teams, preferably within a similar environment.
- Previous experience of working within the hospitality industry and able to demonstrate knowledge of current tourist industry standards
- Evidence of recruiting, mentoring and developing others
- Knowledge and understanding of LHA and it's customer base.
- Proven ability to manage high pressured environments, where there may be significant peaks in work load demands.
- Understanding of software management systems and/or proficient in basic computer skills
- Good numeracy and literacy skills.
- Highly developed verbal and written communication skills.
- Flexible approach to working hours