

Head of Operations at The Nines Hotel – Ayia Napa

Are you ready to **take your career to The Nines**?

The Nines, a new five-star hotel, will very soon open its doors at the vibrant and cosmopolitan Ayia Napa. With the casual luxury approach, we aim to offer all our guests an exceptional and memorable experience in a relaxed but indulgent atmosphere.

Do you have experience as Rooms Division or Operations Manager? Are you a passionate, visionary, results-driven, and guest-oriented professional? Do you have a dynamic personality with strong leadership skills and willingness to go beyond what is expected to create an outstanding experience for the hotel's guests? Then perhaps this job opportunity is for you!

We are currently looking to recruit an experienced Head of Operations who will be reporting to the Chief Executive Officer. The Head of Operations will be leading the departments of Front Office, Maintenance, Housekeeping, and Spa & Fitness club. More specifically, the Head of Operations will be responsible for leading, overseeing and provide strategic direction of all Operational departments as mentioned above with the ultimate objective to ensure that all guests will enjoy an exceptional and qualitative experience from the moment they make their reservation until their departure, the company's viability, as well as creating and maintaining a highly productive, engaged, and satisfied team.

Main responsibilities:

- Develop the strategy and business plans of the Front Office, Maintenance, Spa & Fitness club and Housekeeping departments and ensure their successful implementation through key performance indicators
- Ensure the development, update and implementation of the departmental policies, procedures and plans
- Ensure for the development of the departmental budgets and safeguard that all the departments achieve their goals within the approved budgets
- Drive the revenue growth through effective cost management, promotion of the hotel's facilities and products, and new optimized approaches
- Lead the efforts of the Sales & Marketing department to increase rooms' occupancy and Spa & Fitness club reservations
- Analyse the financial results under the responsibility of the Operations team and when needed make the necessary amendments to increase profitability
- In collaboration with the Finance department and the departmental Managers, negotiate contracts with suppliers and vendors and ensure their effective implementation
- Work closely with the Leadership team to establish the hotel's reputation through high levels of quality and guests' satisfaction
- Meet daily with the departmental Managers to ensure an outstanding guest experience while managing all challenges by taking immediate actions
- Ensure that the hotel's facilities and equipment are well maintained at all times
- Ensure that the departments under responsibility comply with the health, safety, hygiene, and quality standards
- Oversee the energy management and consumption levels
- Foster a friendly, growth, inclusive and supportive culture
- Lead, inspire, mentor, and develop the Operations team

- Provide constructive feedback to employees to enable them to achieve their full potential

The ideal professional shall have the following qualifications, experiences and skills:

- Diploma or University degree on Hospitality Management, Business Management or any other related field
- Minimum 5 years working experience in a similar role within the hospitality industry
- Excellent knowledge of Greek & English languages
- Computer Literate
- Strategic & creative thinking
- Excellent leadership skills with the ability to mentor and coach others
- Strong decision making & problem-solving capabilities
- Ability to create trustworthy relationships
- Analytical thinking
- Guest-oriented mindset
- Attention to detail
- Pleasant and integer personality
- Flexibility and adaptability
- Self-motivation

What we offer:

- Competitive remuneration package
- Continuous learning opportunities
- Be the first to know the hotel's new career opportunities
- Complimentary meals and beverages
- Discounts on restaurants, bars, spa and much more.

If you are intrigued by the idea of joining the newly established team of The Nines hotel, we will be happy to receive your CV at hr@thenineshotel.eu. The job vacancy will be open until the **10th of November 2023**.

All applications will be treated confidentially, and all applicants' personal details will be kept in our database for a period of 1 year for current and future job vacancies.

For further information about the job vacancy, you may contact us at +357 23 725 111.